

Office Opening Hours

As of Monday 05 September 2022 we returned to our office being open Monday to Friday (9.00am – 5:00pm Monday to Thursday, and 9.00am – 4:00pm Friday).

We can arrange home visits, telephone or video appointments to meet customers' individual needs. Please contact us on 0141 944 3891 or mail@pineview.org.uk if you require alternative arrangements.



*Had a great day
Pineview.
It was William's first
time at the beach, he
loved it!*



*Another fantastic day
out!
Thank you so much
Pineview.*



*Today was a great day,
kids loved it. Thank
you so much.*



Due to covid restrictions our last summer outing was in 2019. This year we were delighted to be able to arrange an outing to Ayr Beach on 06 August 2022.

86 Pineview residents, young and old, joined in the summer fun. Everyone who took part received a "goodie bag" of snacks and a voucher for chips and an ice cream at Pirate Pete's Pavilion.

A great day was had by all with lots of positive feedback received from those who attended the trip. The sun even kept its hat on for the day!! Thank you to all who attended.

We always want to hear the views and suggestions from our customers. If you have any ideas or suggestions for our next trip we want to hear from you. You can email mail@pineview.org.uk or contact us on 0141 944 3891.

*Good day, it was great
to see everyone in the
community get
together and have a
nice day.*



*What a beautiful day,
we all thoroughly
enjoyed ourselves.
Thank you once again
Pineview.*



*A great day and kids
loved it!*

*Good wee bonus with
the voucher, thank
you!*



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Our Working Hours

Monday to Thursday
9:00am to 5:00pm
Friday
9:00am to 4:00pm

Contact Us

Pineview
Housing Association
5 Rozelle Avenue
Drumchapel, Glasgow
G15 7QR

T: 0141 944 3891

mail@pineview.org.uk

www.pineview.org.uk

Scheduled Office Closures

The staff team will not be available from 5:00pm on Thursday 22 September until 9:00am on Tuesday 27 September 2022.

For emergency repairs, (fire, flood, break-in, broken windows) or any heating or hot water repairs please call **City Building on 0800 595 595**.

2022 Annual General Meeting (AGM) Update

This year we held our Annual General Meeting on Thursday 07 July 2022 at Drumchapel St Marks Church.

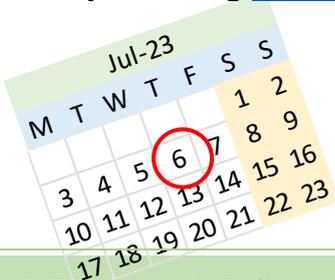
Thank you to all our members who came along in person or gave their proxy for the meeting.

As the number of members standing for election at the AGM was less than the number of vacant places, the Chairperson declared them elected without a vote in accordance with Rule 40.1.

Whilst the 2023 AGM is some time away, we need to plan this in and are considering dates for this. When the Committee of Management considered this at their August committee meeting, they decided that they wanted Pineview to ask customers if they had a preferred date for the 2023 AGM.

We normally hold the AGM on the first Thursday in July and would like to ask if this suits members and customers, or if you prefer another month and date?

If you have any views on this that you would like to share with us, please contact Joyce either at our office, by phone 0141 944 3891 or by e-mailing mail@pineview.org.uk.



2022/2023 Committee of Management:

Name	Position
Daniel Martyn	Chairperson
David Syme	Vice Chairperson
John Brechany	Vice Chairperson
Richard Bolton	Elected Member
Teresa Brannan	Elected Member
Linda Devlin	Elected Member
Myra Frater	Elected Member
Jamie Graham	Elected Member
Josephine McGinty	Elected Member
Kenny McGinty	Elected Member
Victoria Phelps	Elected Member
Anna Welsh	Elected Member



Annual Financial Statements

Our 2021 – 2022 Annual Financial Statements were approved by the Committee of Management in June 2022 and presented to members at the AGM in July.

A copy of the statements is available on our website - [Annual Financial Statements](#)

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 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 mail@pineview.org.uk

Our Vision Strapline: Pineview Housing Association – Putting People First

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:

Diligence – working conscientiously and to a high standard

Integrity – being open, honest, and fair

Resilience – continuously learning, developing, and adapting

Dignity – treating everyone with respect and compassion

Community – engaging, collaborating, and including.

We are committed to our vision, mission, and values.

If you believe that we fail on any of these, please contact our Director, Joyce Orr, to discuss this and ways in which you think we can improve.



Putting People 1st

Staffing Update

We are committed to the learning and development of our staff team. The last few months have seen some changes and we are pleased that our commitment to developing people has prepared some team members to move on to promoted posts within the housing sector. We would like to thank Zubeida, Cathy, Lauren, Janie and Derek for their commitment during their time at Pineview and wish them every success in their future careers.

Meet our new team members...

Britney McVey, Housing Assistant



My name is Britney McVey and I have recently joined Pineview as a Housing Assistant. I studied Law at the University of the West of Scotland for four years Graduating in 2021 with Honours. While studying I worked in a customer service role which allowed me to develop an understanding of doing what I can to help others. My interest in Housing came from my degree as well as the career development and values that Pineview hold as an organisation. I am looking forward to learning more about the housing world and hopefully will get to meet you all soon!

Sinead Sharkey, Housing Assistant

Hi, my name is Sinead Sharkey and I have recently joined Pineview as a Housing Assistant. I have worked in housing for several years now, most recently with Caledonia Housing Association as Business Support Assistant focusing on applications and allocations and prior to that as a Contracts Administrator specialising in the repairs and maintenance side of the business. I'm looking forward to working with Pineview, gaining a more rounded knowledge of the housing sector and meeting everyone that comes along with that."



Ben Keenan, Assistant Housing Officer

I have recently completed a postgraduate diploma in housing studies at Stirling University, having previously completed my undergraduate at Glasgow. I also spent time in America studying and working. Coming to Pineview offers me the opportunity to put what I have learned into practice. Pineview being a community-based association that plays an active role in supporting its residents and working to improve the wider environment was something that really attracted me to the organisation. Working in the office together with the rest of the team will be good as I enjoy getting to know new people, learning from their experience and just the general friendly atmosphere that has been so easy to integrate into.

Andy Cartwright, Assistant Housing Officer

Hi, my name is Andy Cartwright and I recently joined Pineview as an Assistant Housing Officer. I have previously worked as a Project Manager/Energy Advisor for various Housing Associations and Local Authorities throughout Central Scotland, this led to an interest in working in the housing sector. I started my career in housing as a Housing Assistant with Larkfield Housing Association in Greenock where I worked for six years before joining Pineview. I look forward to being part of the team and meeting many of you in the future.

**Yvonne McDonald, Housing Officer (Temporary)**

Hi, my name is Yvonne McDonald. I have recently joined Pineview as a temporary Housing Officer. I am a Corporate Member of the Chartered Institute of Housing and have worked in Social Housing for over 30 years in a variety of roles. This has given me an all-round knowledge of issues and challenges which affect tenants and residents. I hope that the knowledge and experience that I have gained will be a benefit to Pineview and to you its tenants and residents. I look forward to meeting you all in the future.

Maryanne McNeill, Housing Officer (Temporary)

My name is Maryanne McNeill and I've recently joined Pineview as a Housing Officer with a focus on Rent and Arrears management. I've worked in housing for over 20 years and covered different roles in that time, mainly around housing management and process improvement. I've always enjoyed working directly with tenants and customers to build relationships and help anyone who may be struggling to maintain their tenancy. I'm really looking forward to working in a community-based organisation and getting to know what services tenants can access to help them, especially in the current climate with the general cost of living increasing. I very much look forward to getting to know everyone and helping as much as I can.

**October School Holidays**

Here are some fun free ideas of things to do with the kids during the October School Holidays!

Mon 17th October – Friday 21st October

- ✓ Riverside Museum
- ✓ Kelvingrove Art Gallery and Museum
- ✓ Gallery of Modern Art
- ✓ Botanic Gardens
- ✓ The Burrell Collection
- ✓ Drumchapel Library – Book-bug every Friday from 10.30am-11:00am

Repairs and Maintenance Update

Repairs Satisfaction Survey



We have introduced a new system to carry out repairs satisfaction surveys. Once we receive notification from a contractor that a job has been completed, the system sends a survey to the tenant by text or email which they can then complete online. The system also allows us to manage telephone and postal surveys to maximise opportunities for feedback. This gives us an up-to-date snapshot of tenant opinion and highlights any areas of concern which we can follow up immediately.

Your feedback following a repair in your home is very important to us. It allows us to monitor the performance of our contractors and take action if our repairs and maintenance service does not meet your expectations. Please let us know if you update your telephone number or email address so we can keep in touch with you.

Void Properties

Here is one of our properties that required significant work to be carried out before it could be relet. We installed a new bathroom, cleared out items left by the tenant and redecorated.

Please remember your tenancy agreement outlines your responsibility to keep your home in a good condition, clean and tidy with all belongings removed from the property when you return your keys. This helps us to let void properties quickly, reducing rent loss while the property is empty and will prevent any rechargeable repairs being applied to your account.



Bulky Waste and Fly Tipping

In July 2021 Glasgow City Council introduced charges for their Bulky Waste Service. Charging aims to change the way people think about resources. Assigning value to bulky items can encourage everyone to reduce the amount of waste they produce or find other ways for items to be reused where possible. If items are in good condition, residents can use [Zero Waste Scotland's National Re-use Tool](#) and donate these items to charity.

You can dispose of bulky waste free of charge by taking it to your nearest recycling centre at 75 Dalsholm Road, G20 OTB. Alternatively you can arrange a collection with Glasgow City Council who will collect up to ten standard items for £35.00.

Tipping a mattress, electrical items or a bin bag full of rubbish in the street or on spare ground causes a local nuisance and makes an area look ugly and run down. Any person found to have fly-tipped is liable to receive a fixed penalty notice of up to £200.

Visit the [Glasgow City Council website](#) for more information.

Smoke, Heat and Carbon Monoxide (CO) Alarms

All smoke, heat and CO alarms installed in our properties are tested at the time of the annual gas service.

If any of the alarms are faulty, we will replace them. Please test your alarms weekly and let us know if there are any issues.



Smoke, Heat & CO Alarms Save Lives - help protect your family and home by testing weekly.

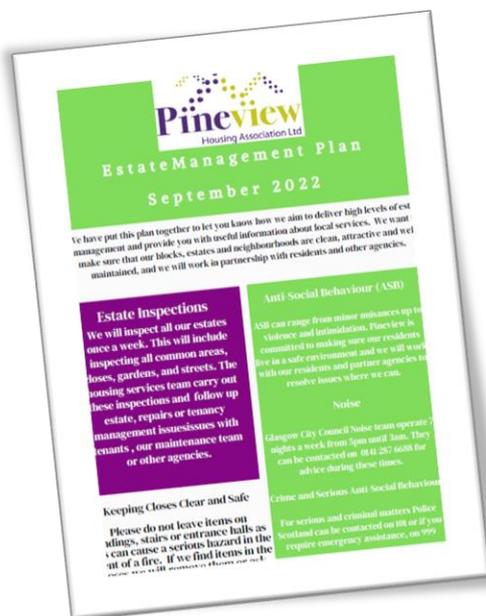
Common Ground Maintenance

Our contractor has now carried out eight grass cutting visits and has commenced flower bed and shrub maintenance. Pesticide spraying has been carried out on the hard standing areas. Hard pruning will take place over the next couple of visits along with tree maintenance. All work carried out will be supervised and checked by maintenance staff and our estate team. Any issues reported will be actioned.

If you have any feedback regarding this service, please contact the office by calling 0141 944 3891, email mail@pineview.org.uk or pop into the office at 5 Rozelle Avenue for a chat.



Estate Management Action Plan



We have produced an Estate Management Action Plan to let you know how we aim to deliver a high level of estate management and provide you with useful information about local services.

Our staff team have been out delivering the Action Plan to all our residents.

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

We appreciate your views and welcome any feedback on your estate management and plan. You can call the office on 0141 944 3891, email mail@pineview.org.uk or pop into the office at 5 Rozelle Avenue for a chat.

Planned and Cyclical Maintenance - We have an Exciting and Busy Year Ahead

The following contracts are out to tender¹:

- ✓ Window replacements in Cairnsmore phases 1 and 2.
- ✓ Door entry systems at 15,17 and 19 Kendon Avenue.
- ✓ Boiler and kitchen renewals for Cairnsmore phases 7, 8 and 9.
- ✓ Major roof works planned for 111 Halgreen Avenue.

Work to replace ventilation systems in the Waverley area will be completed this year. We also plan to replace bathroom fans in a number of properties.

Drainage works were successfully completed in Halgreen Avenue and works planned for Abbotshall Avenue. Further drainage works will be carried out as identified on an ad hoc basis.

The following cyclical work will continue:

- ✓ Roof anchor testing.
- ✓ Gutter cleaning.
- ✓ Electrical and gas safety.
- ✓ Cyclical painting is being carried out in Pinewood Phase 1 and Waverley Phase 6 and will be completed by October 2022.

¹Further information will be provided to our customers along with a full list of properties when the tender process has been completed.

Performance

We are committed to being open to our customers about our performance and sharing this with customers. We publish a range of information on our website including quarterly performance reports, Annual Charter Report, our Annual Financial Statements, our SHR Landlord Reports, our SHR Engagement Plan and our Business Plan. www.pineview.org.uk/performance/

Like all Registered Social Landlords, we are required to report our performance in achieving and progressing towards Charter outcomes and standards to tenants and other service users by the end of October each year. We are in the process of producing our annual performance report for 2021 – 2022; summary of key outcomes below.



3.14 Hrs

Average Time to complete
Emergency Repairs
(Target 4 Hrs)



3.51 Days

Average time to complete
non- emergency repair
(Target 4 days)



97.90%

Satisfaction with the repairs
and maintenance service
(Target 98%)



0.46%

Rent lost through properties
being empty
(Target <0.10%)



16.56 Days

Days to re-let properties
(Target 6 Days)



90.22%

Tenants satisfied with the
quality of their home



7.31%

Gross Rent Arrears
(Target <7.8%)



99.04%

Rent collected as % of total
rent due
(Target >99%)



100%

Anti-Social Behaviour cases
resolved
(Target 100%)

Transfer Promises Updates

Please remember that you can access our quarterly updates on the transfer promises by visiting our website - [Transfer Promises Outcomes](#). If you would like more information on this please contact us and ask to speak with Karen. Tel 0141 944 3891 or mail@pineview.org.uk

Compliments and Complaints

We take any complaint about our service delivery very seriously, and always want to improve on anything we have not got quite right.

If you have a complaint about our service delivery, or simply have a suggestion that you think would be good for us to consider so we can make our service better, please let us know. We record all our complaints and report on these anonymously to the Committee of Management every quarter.

We also take time to acknowledge when a customer wants to give us a compliment. It is encouraging when someone lets us know that they think we have done something well and it gives our team member(s) a nice boost, so thank you.

You can access information about our compliments and complaints on our website: [Compliments and Complaints](#).

Energy Advice

You will be painfully aware that we are entering a financially difficult time for everyone with the energy and cost of living crisis. If you are struggling to pay your energy bills, contact your supplier in the first instance for advice and support.

There are grants and benefits to help with the cost of fuel. Some of these will be paid out automatically:

- ✓ The cost-of-living award is a £150 discount on your council tax bill from Glasgow City Council. This should already have been awarded. Please check your council tax bill.
- ✓ The Energy Bills Support Scheme is a £400 discount for everyone paid by the Government. This will automatically be added to your energy bills over 6 months starting in October. If you have a pre-payment meter this will be added to your meter or given to you as vouchers. You do not need to apply for this payment.
- ✓ Winter Fuel Payment is an automatic payment for those 66 years or over if:
 - you get the State Pension or another benefit - but not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit
 - you were born on or before 26 September 1956
 - you lived in the UK for at least 1 day during the 'qualifying week'.

If you do not meet the above conditions, you may need to apply for this help. You will find more info at www.gov.uk/winter-fuel-payment
- ✓ Low Income Winter Heating Allowance is replacing the Cold Weather Payment in Scotland. It is a payment of £50 once a year to help with your energy bills in winter. This starts in February 2023. You do not need to apply for this.
- ✓ Child Winter Heating Assistance is a payment of £214.10. It's paid once a year to parents and carers to help with household costs for disabled children and young people under 19. You will receive Child Winter Heating Assistance if you have a child or young person in the household who gets one of the following benefits in the qualifying week:
 - the highest rate of the care component of Disability Living Allowance for children
 - the highest rate of the care component of Child Disability Payment
 - the enhanced rate of the daily living component of Personal Independence Payment
 - the enhanced rate of the daily living component of Adult Disability Payment.

The qualifying week is the third week in September and the payment does not have to be used to pay heating costs.
- ✓ Home Heating Support Fund provides financial support for people in Scotland who are at risk of limiting their own energy usage because of significant financial hardship. To apply to the fund, you must have received energy or money advice from an accredited agency i.e., Citizens Advice. The registered referral partners can submit an application on your behalf. Payments are made directly to your energy supplier. More information can be found at www.homeheatingadvice.scot
- ✓ The Warm Home Discount Scheme for 2021 to 2022 has now closed but if you have qualified you will receive £140. This will be sent directly to your electricity supplier or will be added to your electricity pre-payment meter.

Welfare Benefit Officer

We offer appointments on Tuesday afternoons and Friday mornings with a Welfare Benefits Officer from Citizen Advice Bureau. This is a free service we

offer to all our customers. The Benefits Officer can assist with a variety of issues including Universal Credit, Housing Benefit or carry out a full Benefits Check to establish if you may be entitled to any other benefits assistance, as well as provide help with a variety of other financial matters.

If the days we offer are unsuitable, you can also contact Drumchapel Citizens Advice Bureau directly on 0141 944 2612 or visit their [website](http://www.cab.org.uk) for further information.

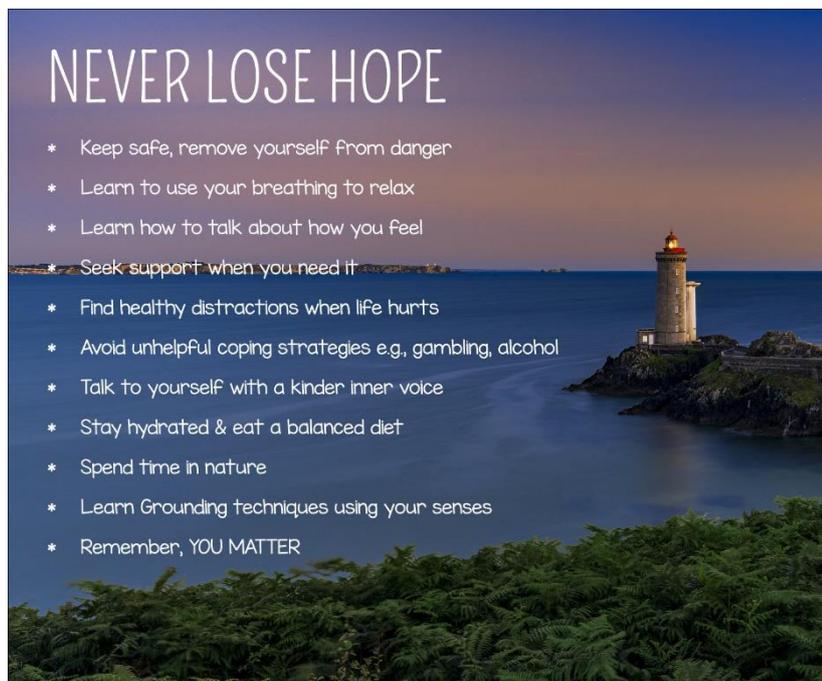
Alternatively, you can contact our office on 0141 944 3891 and a member of staff will pass your details onto Citizens Advice, and someone will call you back.

COPE – Never Lose Hope

The past years have been challenging for so many reasons, we have lived through them, so we don't need to spell them out. We know it has been hard and yes for some people even harder than others. There are few people it has had no impact on at all. As we move into autumn and winter, we remain in uncertain times with financial uncertainty around the cost of living as well as what can feel a constant onslaught in the news of other things which can leave us feeling overwhelmed. If you ever feel so overwhelmed you think of suicide that you speak to someone, remember the **Samaritans are there 24/7 365 Tel 116 123.**

Sometimes there aren't easy answers, we must find ways to hold on, until we reach calmer waters, and reaching out to connect to others so we feel less alone. This wee card offers tips to never lose hope as well as some contact numbers which may be helpful. COPE Scotland are also producing some tips and ideas around wellness when life is challenging which shall be shared on the Pineview website.

In among all the things which can cause us concern, it matters we also look for hope and there are some amazing things happening locally e.g., the recent open day at Growchapel which has achieved so much in such a short space of time. Together, looking out for each other we can get through this, small acts of kindness all add up. Remember you do matter



"Hope is like the bird who senses the dawn and carefully starts to sing while it is still dark."

COPE Scotland

www.cope-scotland.org

@COPEScotland

USEFUL CONTACT AND WEBSITES FOR WELLBEING

Please note some numbers require you to leave a message and someone will call back

Alcoholics anonymous **0800 9177 650**
 Anxiety UK **03444 775 774**
 Autism helpline www.autism.org.uk
 Blue cross. Support on the death of a pet **0800 096 6606**
 Breathing Space **0800 83 85 87**
 Brothers in arms App www.brothersinarmsscotland.co.uk
 Carers Scotland **0808 808 7777**
 Childline **0800 1111**
 Citizen's advice Scotland **0800 028 1456**
 Dementia Helpline **0800 888 6678**
 Endometriosis UK helpline **0808 808 2227**
 Get support | Endometriosis UK (endometriosis-uk.org)
 Families affected by imprisonment **0800 254 0088**
 Gambling with Lives. Families affected by gambling related suicide info@gamblingwithlives.org
 Gambling helpline **0808 8020 133**
 Gamblers anonymous **0370 050 8881**
 McMillan support line **0808 808 0000**
 Men Matter Scotland www.menmatterscotland.org
 Mobile App to manage Gambling addiction www.recovermeapp.co.uk
 NAPAC (the National Association for People Abused in Childhood) **0808 801 0331**
 Narcotics anonymous **0300 999 1212**
 National domestic abuse helpline **0808 2000 247**
 One parent families Scotland **0808 801 0323**
 Pain association Scotland **0800 783 6059**
 ParentLine **08000 28 22 33**
 Perennial – helping people in horticulture **0800 093 8543**

Samaritans **116 123**
 Silver line **0800 4 70 80 90**
 For services local to you check out www.aliss.org
 For resources to support wellbeing www.cope-scotland.org
 Stroke helpline **0303 3033 100**
 (Please note, if you are concerned you may be having a stroke dial 999 and ask for an ambulance)
 NHS 24 111 (NHS Language line. When you phone 111)
Tell the call handler that you need an interpreter
Tell the call handler the name of your preferred language)

Scotland's National British Sign Language User relay service <https://contactsotland-bsl.org/>
 If you are deaf & experiencing a crisis text deaf to **85258**
 The Living Life service offers guided self-help and cognitive behavioural therapy. For more information call **0800 328 9655 (Monday to Friday: 1pm - 9pm)**

"Place your hand over your heart, can you feel it?
 That is called purpose. You're alive for a reason
 so don't ever give up." - Unknown



[@COPEScotland](https://twitter.com/COPEScotland) www.cope-scotland.org

Remember, Remember the 5th of November

Bonfire Night is a time where we gather with friends and family to enjoy outdoor firework displays. If you are thinking of holding a private event, please ensure you are aware of the firework laws: [click here](#) for more information. As well as the firework laws, you should keep in mind the general safety tips if hosting an event:

- ✳ Children should be always supervised.
- ✳ Inform your neighbours if you are planning on hosting a firework display.
- ✳ Keep pets indoors – close doors, windows, and curtains to reduce the sounds of explosions and put on background noise, for example, the TV or Radio to distract them.
- ✳ Ensure there is only one person in charge of setting fireworks off to reduce the chance of a potential accident.



In previous years, some residents have experienced anti-social behaviour on the run up to and on the day of bonfire night. We put several steps in place last year to reduce this which had a positive impact. We would like to re-assure all residents that we will continue to take the required steps this year to ensure everyone can have an enjoyable and safe bonfire night.

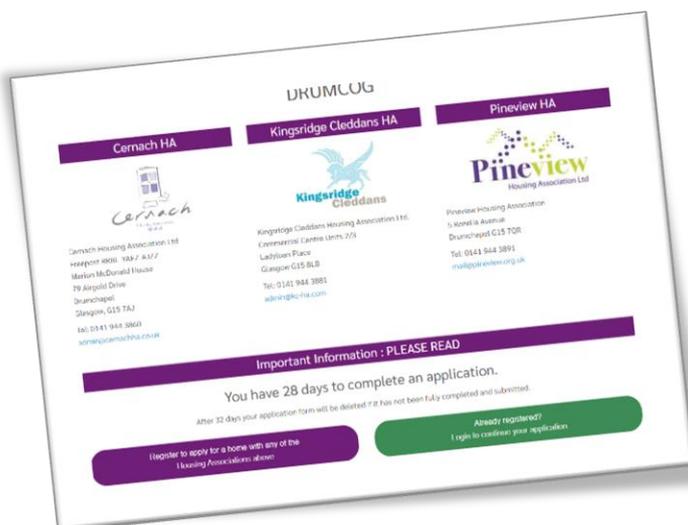
There are several things everyone can do to keep you, your family and the neighbourhood safe;

- ✓ If you have any information about planned incidents in the area, please contact the police on 101 or Crimestoppers on 0800 555 111. You can do this anonymously.
- ✓ Contact Pineview Housing on 0141 944 3891 and ask to speak to our Senior Housing Officer, Robert Reid, in confidence.
- ✓ Do not leave any items out which could be set on fire – such as bulk rubbish, mattresses, or other items.
- ✓ Report any dumped items to Pineview Housing.
- ✓ Do not take part in any anti-social behaviour and report those who do.

Apply for Rehousing

We operate a Common Allocation Policy which has been developed in partnership with other local housing providers (Cernach HA, and Kingsridge Cleddans HA).

The policy sets out an agreed, common approach that we will use to allocate homes that become available for let. The Common Allocation Policy is based on a group, plus points system and has a clear focus on meeting housing need.



We have recently launched an online application system with our local partners.

The system is designed to simplify the application process; complete one application form, submit your form to one, two or all three partners simultaneously.

The system will guide you through the application process with clear and easy to follow instructions.

Visit our website page [Apply for Rehousing](#) for more information about the Common Allocation Policy and link to the online application system.

Stay Safe Online

Here's five useful tips from the [National Cyber Security Centre](#) to protect your information and stay safe online.

1. Protect your e-mail using a strong and separate password

If you use the same password for e.g. your e-mail account, online banking and social media, cyber criminals will only need the one password to access them all. E-mail accounts need to be protected because access to your e-mail account can allow all your other passwords to be reset through it. A cyber criminal can then get access to those other accounts. Try and use different passwords for all your important accounts.

2. Install the latest software and app updates

Updates include protection from viruses and other online threats, not just new features. Do not ignore updates and install them to your device as soon as they are available. Try and turn on automatic updates in your device settings, which means you will not need to remember to apply updates.

3. Turn on two-step verification to access your important accounts

Two-step verification means that access to your account requires not just a password but a second "step" e.g. a code sent by text, your fingerprint or face scan. Even if a cyber-criminal knows your password, they cannot complete the second step to get access to your account. It also means that if the second step is sent by text, you will know someone is trying to access your account because you will receive the code by text.



4. Back up your information

A back-up is a copy of your important information that's stored in a separate and safe location. Once you make a back-up, you can restore any lost information from the back-up. This can be useful if you lose or break your device containing the information. There are different back-up solutions available, from copying information to a memory stick to saving it to the cloud. The cloud can be set up in a way that your information is automatically saved, which means you will not need to remember to do it.

5. Use three random words as your password

Weak passwords can be cracked by cyber criminals in seconds. The longer and less easy to guess your password is, the harder it is to crack. A good way to make your password difficult to crack is to join three or more random words together that do not make sense e.g. "chocolate", "triangle" and "football". Avoid easy to guess passwords, like "password", your birthday or the names of your pets, favourite football team or loved ones.

How to Get Involved with Your Association

There are several ways for you to get involved in the work of the Association, the four main ways being:

- ✓ Joining the Management Committee.
- ✓ Joining the Resident and Customer Forum.
- ✓ Adding your details to our Consultation Register.
- ✓ Contacting us at the office when you want to know more.

We are always looking for ways to have more residents and customers involvement. If you have any suggestions for getting involved or for improving our services, please contact Isobel at our office to let us know.

We need your input to help us make sure our services meet the needs of our residents and customers.

We can't always do everything that everyone wants but we need to know what you want so we can try to meet your expectations or at least be able to explain to you why we cannot.

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

Telephone: 0141 944 3891

E-mail: mail@pineview.org.uk

Website: www.pineview.org.uk

Scottish Government Announcement on Rent Increase Freeze – what does this mean for Pineview tenants?

On the 6th September 2022 the Scottish Government announced their Programme for Government. As part of this programme, the government announced that it intends to put in place emergency legislation to freeze rent charges at their current levels until 31 March 2023.

This means that no tenant should have their rent charge increased between now and the 31 March 2023. Pineview, like most social landlords only review rents once per year and the change takes effect from the 1st April each year. As such, this government announcement will have no direct immediate impact on Pineview tenants as there are no planned rent changes in this period. Any rent changes for Pineview tenants would not be planned to happen before 1 April 2023.

Any changes to the rents for Pineview tenants will be part of our short, medium and longer term budget planning, and any proposals to change rents will be part of our consultation process with tenants.

Any freezes on rent charges after 31 March 2023 would only impact negatively on current and future tenants, due to the compound impact of any rent increase freeze. This would result in a reduction in resources which will only lead to increased future costs and/or reduced services.

One social landlord in Scotland has reviewed their position and having such a freeze would take them from having £8.5m in funds, for ongoing service and future works to tenants' homes, to being in deficit in 5 years and having no funds to deliver tenant services.

At Pineview we continually consider options for efficiencies in order to deliver value for money services and keep rent charges as low as we can to deliver these. We will continue to do this and will be spending a great deal of time on this over the next few months to try to minimise any increases for 2023 and beyond.

However, we are aware of the impact of inflation on the cost of providing services. The costs of providing services continue to climb and are largely greater than inflation due to the shortage of materials and labour in the construction, maintenance and service industry. The reality is that if we have less income and higher expenditure then something needs to give.

Historically, the main way to reduce the financial impact of rent freezes is to reduce expenditure. This largely happens by increasing any efficiencies and reducing service provision. This can either happen in isolation, or more commonly, is associated with larger rent increases further down the line. Again, regardless of which it is tenants, current and future, who ultimately pay the cost of this.

The restrictions on rent charges in England for a number of years in the past is considered a large factor behind the poor service many tenants are now experiencing from their landlord.

The intention of the government was to help control rent charges, especially for those living in the private rented sector with rents that can be very unaffordable for many. In the private rented sector, for example, rents for a one bedroom flat can range between £600 - £1,500 per month www.rightmove.co.uk/property-to-rent.html.

The impact of freezes for the social rented sector had not been fully understood. As such, the Scottish Federation of Housing Association (SFHA) and other sector representatives are now working closely with the government to make them aware of the impact any such decision for tenants.

We will use our website to keep tenants updated on any developments in this matter.

In the meantime, if you would like to discuss the matter, please contact our Housing Services Manager or Director - Tel 0141 944 3891, e-mail mail@pineview.org.uk