



Celebrating 20 Years of Service!

Four staff members who between them have clocked up 80 years of service were recently presented with long service awards from our Chairperson Dan Martyn to mark the occasion. From left to right, Isobel Ferguson, Linda Macmillan, Dan Martyn (Chairperson), Gerry Will and Murray Landale.

Isobel Ferguson and Murray Landale, two of the staff members who joined Pineview in January 2004, were among those presented with certificates:

Isobel, Senior Finance and Corporate Services Officer said “I started working at Pineview in 2004 as a Temporary Housing Assistant. I would never have imagined then that several job roles and 20 years later I would still be working at Pineview. The variety of work and challenges over the years have made my job interesting. I am looking forward to continuing my career at Pineview, although I may have to retire before I reach another 20 years!

Murray, Housing Services Officer said “I started the same day as Isobel as a Housing Officer. Over the last 20 years I have seen a great deal of change, demolitions, new build, and transfer of stock from Kendoon Housing Association. The changes have all been positive. I still enjoy coming in each day to work with my fantastic colleagues and customers. “

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Scheduled Office Closures: The staff team will be unavailable from

5.00pm on Thursday 11 July until 9:00am on Tuesday 16 July 2024.

Staff Training & Planning Day – The office will be closed all day on Wednesday 31 July 2024.

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

Energy Vouchers Update

Following last year's successful roll out, we were again successful in obtaining funding to provide energy vouchers to our tenants.

We contacted tenants via text to advise that the scheme was open and received a great response.

Each voucher was worth £49 to put towards the cost of energy bills.

We hope that this has gone some way towards helping alleviate some of the strain of the rising cost of living for our tenants.

If you have any feedback regarding your experience, we would love to hear from you – feedback can be provided by telephoning the office on 0141 944 3891 or emailing us at mail@pineview.org.uk



Pineview in Bloom!

Our very popular Garden Competition is returning!

During July our Housing Services Team we will be out and about carrying out our usual estate and close inspections.

We will be looking out for the best kept and most imaginative and original gardens in the community.

The competition will be judged by our Customer Forum at the August meeting and prizes will be on offer for the best gardens!

If you would like to put your garden forward for the competition or nominate the garden of a neighbour or a friend, please get in touch with us on 0141 944 3891



2024 Annual General Meeting (AGM): Date for your Diary

Date/Time: **Tuesday 23rd July 2024 @ 6:00pm**

Where: **Drumchapel St Mark's Church
281 Kinfauns Drive, G15 7BD**

The agenda:

- Approval of Minutes of the Thirty Second Annual General Meeting held on 20th July 2023.
- Chairperson's Report.
- Annual Accounts.
- Approval for Re-Appointment of Auditors.
- Election of Committee of Management.

To Do ✓
*Pineview AGM
Tusday
23rd July 2024
6:00pm*

*Drumchapel
St Mark's Church
281 Kinfauns Drive
G15 7BD*



2023 AGM at St Mark's Church 1

Anyone interested in the work of the Association can attend, however only members have the right to stand for election and vote at the meeting.

We hope as many of our members as possible will be able to join us for this annual event. More details, including Committee Member nomination forms and AGM papers have now been issued to all members. We look forward to seeing you!

Become a Member of the Association

Membership is open to people with an interest in the Association whether they are tenants or not. Subject to the Association's Rules, the following may be eligible to become members: Tenants of the Association; Service Users of the Association; Other persons who support the objects of the Association; Organisations sympathetic to the objects of the Association.

Applicants for membership must be 16 years or over. However, members may not become Management Committee members until they reach the age of 18. Membership costs £1 and will remain in place unless the membership is ended in line with the Association's Rules.

Summer Outing 2024 – Date for Your Diary!

Our Customer and Resident Forum invite you to enjoy a FREE Day Trip to Heads of Ayr Farm Park on Friday 2nd August 2024. Previous years' outings have been a huge success, and the Association has received lots of positive feedback from the residents who attended these. We look forward to seeing many of you this year for what we are sure will be another great day!

Final arrangements are currently being made for this year's Summer Outing, further information and how you can register for the trip will be issued in the coming weeks.



Wider Action Funding

As part of our transfer promises to the residents in the Kendoon area who joined Pineview Housing Association in February 2021, we promised to allocate £10k per year for the first five years to fund wider action projects in the area.

Local residents identified four main priority areas for this spending.

- Youth activities
- Diversionary measures to prevent anti-social behaviour in the area.
- Environmental Improvements
- Social and community activities

Over the past two years we have funded a variety of activities and projects in the area. These include funding for sheds and other equipment at the Growchapel Project and funding for youth activities in the area including football coaching, street outreach work and a youth club one night per week.

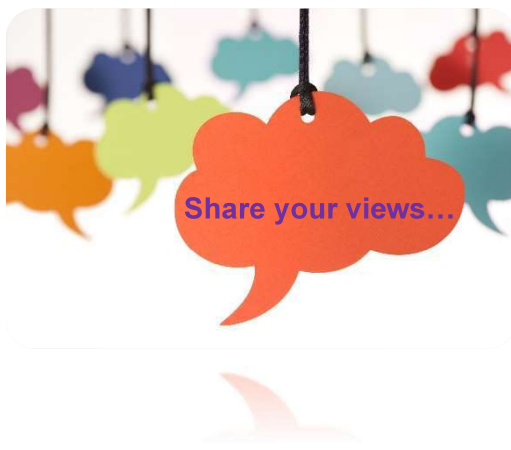
We also provided funding for an additional coach for our ever-popular Summer Outing so that more residents could attend with their families.

We have also funded some additional flower planters in the area and purchased some Pineview branded eco-friendly merchandise to distribute at social and community events.

We are now putting together our programme for 2024 to 2025 will once again be funding youth activities via the G15 Youth Project and an additional coach for the Summer Outing.

We have additional funding available for environmental improvements and projects in the Kendoon area – so if you have any ideas for improvements you'd like to see in the area, we'd love to hear from you!

Customer Forum



At Pineview we are always looking at ways we can expand and explore tenant participation. We have a Customer Forum Group which meet once a month in our offices. This is a lively group who contribute greatly with feedback and suggestions on the services we provide. The forum also has input into things such as choosing the venue for the annual resident away day.

We are looking to expand the number of members and can recommend this as an enjoyable rewarding experience to anyone who can give up a couple of hours per month. The next meeting will be held **6:00PM Thursday 8 August 2024 at our offices**. Please come along and join the fun! All are welcome!

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



Staff Training & Planning Days

From July 2024 the Association will be having quarterly staff training and planning days. For these days, the staff team will meet at a venue away from the office and deal with joint working matters and develop ideas for how we can continually improve our services for customers and develop our staff team. These days are planned to be held on the last Wednesday of July, October, January and April.

Payment Methods

If you have a bank account you can set up a standing order or direct debit on a weekly monthly basis. You should have an Allpay card which you can use in any shop that displays the Allpay Logo. If you do not have a card, please contact the office and one will be ordered for you.

You can also download the Allpay app to your phone and make payments through this.

Finally, you can phone the office if you have a debit card and make a payment over the phone.



Available on the App Store



Get it on Google play

Repairs and Maintenance Service Update

Pineview Bulk Uplift Service

We have rolled out our new bulk uplift schedule and it is working well.

Weekly Bulk Uplift Schedule:

Scheduled Uplift Day	Area
Monday	Cairnsmore and Broadholm
Tuesday	Pinewood
Friday	Waverley

How can I help to Reduce, Reuse or Donate my bulk items?

If you have bulk items that are in good condition, could be re-used, haven't been left outside and still have the necessary fire labels (for sofas and armchairs), simply visit the [Zero Waste Scotland website](#). There you can search for the re-use organisations that can collect items from your area. You will need to contact a suitable re-use organisation from the directory and arrange for your items to be collected.

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 result in estate management procedures being followed. 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:

Beds, Mattresses, Wardrobes, Chairs, Sofas, Tables, TV units, TV's, broken down sheds, old decking, old fencing, large old toys (please consider charity shops though). We will also collect washing machines and cookers but would suggest trying a local metal collector first.

Bulk is Not:

Household recycling including large cardboard (this should be broken down and put in your recycle bin) clothes – (consider charity shops or clothes bins), black bags – if it fits in a bag, it fits in a bin, grass cuttings/ garden waste.

Planned and Cyclical Maintenance

Bathroom contract 2024/25: Works are still ongoing with approximately half of all the bathrooms having been installed. The feedback from the tenants who have had their bathrooms renewed has been very positive.

Kitchen and Boiler/Radiators Replacements 2024/2025: The first pre-start meeting with the contractor has now taken place. The work is planned to start in September and run until November.

Ground Maintenance: The tender for these works is being progressed and we will confirm when new contract has been awarded.

Paint Works: The tender for these works is being progressed and we will confirm when the new contract has been awarded.



New Bathroom Works

Gas Servicing to Boilers

We are required by law to carry out an annual safety check and service to all gas pipework, boilers and appliances installed within our 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.

We plan 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 notify 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 (Glasgow) on 0800 595 595, or Pineview on 0141 944 3891.

Legionella – Reduce Your risk

The risk of contracting legionella in the domestic home is minimal and most protection from legionella must be undertaken by people living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:

- ✓ Use all your taps regularly.
- ✓ Regularly clean showerheads. If showers are used regularly, the risks are reduced, however, you should still regularly clean and disinfect your shower head, ideally every 3 months.
- ✓ Ensure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children.
- ✓ If you have been away from your home for 2 weeks or more, run your taps through for 5 minutes before using the water.

These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter, please contact a member of staff at our office to discuss.



Electrical Testing

The Association carries out an Electrical Installation Condition inspection in all our tenants' homes 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.



A QUICK REMINDER

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 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, 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.

Lets Look After Our Bin Stores

Nobody wants our bin stores to look like the ones in these pictures, which were taken recently in one of our back courts.

Here are some things everyone can do to keep the bin stores tidy, clean, safe and hygienic.

- Please bag up your rubbish before putting it in the bins
- Put your rubbish and recycling in the correct bin
- Do not put bags of rubbish into bins that are already full
- Make sure the lids of the bins can close after you have deposited your rubbish – this will stop rubbish bags being opened and rubbish being spread over the bin area and back court by birds, squirrels or rats
- Do not dump items of furniture or other large items in the bin stores – if you have large items to dispose of, please contact Glasgow City Council to arrange a collection or ask us for advice.
- If you are sending your children down with the rubbish – please make sure they are able to put the rubbish in the correct bin and close the lid.



These are easy ways to keep our bin stores and back courts clean and tidy!

Let's take pride in our neighbourhood!



Ants

The Association has recently received lot of calls regarding ants. The ants are seeking food and shelter. This usually happens between March and October when the colony is active, and young are hatching. If they can find a crack to get into the house and you leave crumbs on counters or pet food dishes, the ants will find them

Ants are a nuisance, but with the right know how you can keep them out of your house:

- ✓ Keep surfaces clean – wipe down, vacuum, sweep or mop surfaces regularly and clean up spills.
- ✓ Put open foods and drinks away (particularly sweet and sugary ones!)
- ✓ Clean the area around pet bowls
- ✓ Use natural deterrents (ants hate white distilled vinegar!)
- ✓ If it gets really bad you can use Ant Killer Liquid



Making Alterations & Improvements to Your Home

Please remember – if you want to carry out any alterations or improvements to your Pineview home, you must apply to us in writing and receive our permission **before** you carry out the alteration.

This includes

- Altering, improving or enlarging the property, fittings or fixtures – for example removing an internal wall, loft renovations, replacement of doors
- Adding new fixtures or fittings – such as kitchens, bathrooms, showers, double glazing or any other alteration
- Putting up a shed, garage, or any other external structure
- Laying a patio, decking or other alterations to the garden area
- Any electrical installation or alteration – including any outside sockets, cables or other electrical fittings.

We will not refuse permission without good reason, but we do need to check that any alteration meets all legal and safety standards to keep you and your family safe.

St Laurence's Church Redecoration Appeal

St Laurence's Church has put out a call for fundraising and volunteers to bring the church back to its former glory! Can you help?

Please contact directly by emailing stlaurencesocial@gmail.com if you can offer your time and experience.

You can donate through their just giving page at

www.justgiving.com/crowdfunding/saintlaurencesdrumchapel?utm_term=AzBQEmEAy

Drumchapel Gymnastics Summer Camp

With schools now finished for the Summer Holidays, you may be looking for activities for the kids.

Gina at Drumchapel Gymnastics Club is running a summer camp at Drumchapel Sports Centre.

For more information email Gina at ginagymcoach@gmail.com

Universal Credit Migration

You need to move to Universal Credit if you've received a **Migration Notice letter**, as one or more of your benefits will be ending soon...

Benefits that are ending

The following benefits are ending and are being replaced by Universal Credit:

- Tax credits: Working Tax Credit and Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

Other benefits, such as Personal Independence Payment (PIP), will stay the same.

When you need to apply

To continue receiving financial support you must claim Universal Credit by the deadline date given in your Migration Notice letter. This is **3 months** from the date the letter was sent out. If you cannot claim Universal Credit by the deadline date, you should contact the Universal Credit Migration Notice helpline on **0800 169 0328** as soon as possible.

You may be able to get more time to make a claim if you have a good reason. You must request this before the deadline date on your letter.

You may receive a UC information leaflet however this is not your Migration Notice Letter so please do not move to UC unless you have received the official Migration Notice Letter.

Citizens Advice Bureau Advisor

Citizens Advice is an independent organisation specialising in confidential information and advice to assist people with legal, debt, consumer, housing, and other problems in the United Kingdom.

We have a CAB adviser in our offices on a Tuesday and Friday morning to assist our tenants with benefit help and advice. The sorts of things that they can help with are:










- ✓ Benefit check to ensure you are getting all the benefits you are entitled to.
- ✓ Liaising with DWP, UC and Housing Benefits to resolve any benefit issues you may have.
- ✓ Advice and assistance with cost of living and budgeting.

Please contact the office on 0141 944 3891 to arrange an appointment or alternatively you can also contact Drumchapel Citizens Advice Bureau directly on 0141 944 2612 or visit their [website](#) for further information.

Please remember to call and cancel your appointment with us if you can no longer attend so we can offer this to someone else.

Performance

Below is a summary of 2023 -24 performance outcomes to 31 March 2024. The Scottish Average figures noted relate to the 2022-23 year end performance as reported by the Scottish Housing Regulator.

 <p>2.12 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 4.2 hrs</p>	 <p>2.51 Days (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 8.7 Days</p>	 <p>95.67% (Target >96%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 88.0%</p>
 <p>12.58 Days (Target 8 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 55.6 Days</p>	 <p>4 Days (Target 5 Days)</p> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.8 Days</p>	 <p>100% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 94.2%</p>
 <p>6.87% (Target <7.00%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.9%</p>	 <p>99.81% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 99.0%</p>	 <p>0.13% (Target <0.10%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.4%</p>

Policy Reviews

The below policies are due to be reviewed over the next quarter. If you are interested in being involved with us in reviewing any of these, we would love to have you involved – please simply contact Isobel, Robert or Ben at our office for more details on 0141 944 3891 or you can email mail@pineview.org.uk

Ref	Category	Policy	Review Planned
S.07	Governance & Corporate Services	Disclosure Policy	Sep-2024
S.10	Governance & Corporate Services	Flex Time & TOIL	Sep-2024
S.21	Governance & Corporate Services	Training & Development Policy	Sep-2024
G.16	Governance & Corporate Services	Handling a Serious Grievance against Director	Sep-2024
S.13	Governance & Corporate Services	Behaviours Framework	Sep-2024
M.01	Housing Services	Repairs & Maintenance Policy	Sep-2024
M.03	Housing Services	Contractor Management & Procurement Policy	Sep-2024
M.05	Housing Services	Legionella Testing Policy	Sep-2024

Value for Money – How We Measure It

Pineview Housing Association strives to obtain value for money in the provision of all our services. We do this in various ways:

- Planning our services around customer feedback so that we deliver quality services.
- Continually reviewing our operational efficiency and internal processes.
- Procuring our services in a sustainable way to deliver maximum value.
- Managing our stock assets (our properties) well to ensure maximum benefit.
- Maximising the value and capacity of our staff team.

However, we also need to measure how we achieve value for money, and we have put in place the following measurements:

- Tenant satisfaction with rent representing value for money in our three yearly surveys.
- Reducing rent loss by re-letting our properties as quickly as possible.
- Maximising our income by reducing rent arrears through working with tenants and taking prompt action when rent is not paid.
- Making sure any contracts we award deliver value for money.
- Making sure our staff are developed and supported to enable them to deliver consistently excellent services.
- Comparing our services with local and other housing associations to measure value for money.
- Comparing our rents to other local and national housing associations.

For more information, please see our Value for Money statement on our website.

What are Pineview's Vision, Mission and Values?

The Association's strapline, mission, vision and values were reviewed at the committee and staff strategy day in March 2023. These summarise what the Association wants to achieve.

Strapline: Pineview Housing Association – Putting People First.

Vision: To be a leading social landlord in Scotland.

Our 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



Putting People 1st

What are Pineview's Strategic Objectives?

1. To help our tenants live in an affordable and sustainable way.
2. To deliver on the promises we make to our tenants.
3. To develop our response to climate change.
4. To engage effectively with our tenants and the wider community.
5. To explore opportunities for partnership and wider action.
6. To support our people to succeed.
7. To ensure the ongoing financial viability and sustainability of the organisation.

All our operational activities should contribute to one or more of the seven strategic objectives, and it is the responsibility of the staff team to ensure that this is the case.



If you are interested in finding out more on this, you can access our Business Plan on our website - [Pineview Business Plan](#)



Alternatively, contact our Director, Joyce, at the office 0141 944 3891, mail@pineview.org.uk

Drumchapel Cycle Hub

Are you aware that Drumchapel has its own cycle club?

Drumchapel Cycle Hub are a volunteer led community project making cycling more inclusive through various cyclic activities! They run a cycling skills club for children on a Sunday morning. They offer cycle training groups, a cycle maintenance workshop, cycle runs and cycle servicing. As well as the activities they run for the community, they also refurbish donated cycles – which are available to purchase for a fraction of a new bicycle.

You will find Drumchapel Cycle Hub on Facebook and their website: www.drumchapelcyclehub.or.uk

Clubercise

Adult Clubercise Drumchapel is held in the Goodyear Sports & Social Club on Monday evenings at 7pm. Routines involve dance, combat moves and toning and can be suited to all fitness levels. The class is great for beginners or for people who exercise regularly and are looking to try something new.

For more info and to book please visit <https://bookwhen.com/clubangela>

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/

Pineview Housing Association Ltd
5 Rozelle Avenue | Drumchapel | Glasgow | G15 7QR
0141 944 3891
mail@pineview.org.uk
www.pineview.org.uk

Registered Society under the Co-operative and
Community Benefit Societies Act 2014 - 2375R(S).
Registered Scottish Charity No.SC038237.
Registered Social Landlord, Scottish Housing Regulator
registration no. HAC231.
Registered Property Factor No. PF000151.
HMO Licence - HMO01004.

