

Drumchapel Foodbank Christmas Appeal 2024

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


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


On behalf of everyone involved in the appeal, we were delighted to present the food bank with:

- ✓ £340 of Farmfoods vouchers
- ✓ £250 of Argos Vouchers
- ✓ £1,530 cash donation
- ✓ £25 (approximately) in groceries, toiletries, and household essentials

Drumchapel Foodbank believe that it is not just about handing people a food parcel. Through strong connections with many local resources, they strive to help their clients with a range of issues they may face, such as, Debt Advice, Mental Health Support, Benefits Advice and much more.

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

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

 0141 944 3335



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Scheduled Office Closure

The staff team will be unavailable from 1:30pm on Tuesday 24 December 2024 until 09.00am Monday 06 January 2025.

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

Staffing Update

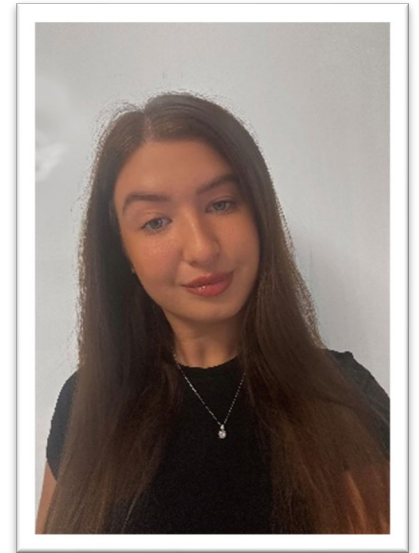
Hi, my name is Abby Lennon, and I have recently joined Pineview as a Housing Assistant. I have previously graduated from Glasgow Caledonian University in the summer of 2024 where I completed my Social Science Degree with Honours. Throughout the duration of my further education studies, I worked for 5 years in another customer service role.

My interest to become involved in the social housing sector came from my want to provide a service which can help improve the lives of others. I am looking forward to learning more about the social housing sector and meeting many of you soon.



My name is Aidan O'Reilly and I have recently joined Pineview as a Housing Assistant. I am a recent Sociology and Criminology graduate from the University of Stirling, where I studied for 4 years. Whilst studying, I worked in a variety of customer-facing roles before gaining some experience in the social care sector throughout my final year.

I was drawn to the housing sector as I felt it gave me a good opportunity to put my customer service skills I have developed to good use, whilst I felt that the values of Pineview specifically are ones which are well aligned with my own. I have enjoyed the early stages of my time at Pineview and look forward to getting know you all better throughout the rest of my time here.



Pineview Chairperson Update

There has recently been a change to the Pineview Chairperson. Due to changes to his work commitments, Dan Martyn is needing to take a step back from the role of Chairperson at present, whilst still remaining a committee member. Committee considered this at their November 2024 committee meeting and one of our Vice-Chairs has now been appointed Chairperson – Linda Devlin. We have updated the PHA website - <https://www.pineview.org.uk/management-committee/>

Linda has been a committee member with Pineview since 2021. Please see some biography information below:

Background / Profession: I have been a Drumchapel resident since 1987, raising a family of 3 children. I initially volunteered with local groups and instigated the development and delivery of After School Activity Clubs, holiday playschemes for local children as well as an After School Care Service that is still in existence. I continued my interest in community development throughout my 35-year career with Glasgow City Council assisting elected members, Community Councillors, local people and groups/organisations to identify and resolve local issues, seek resolutions to remove barriers to participation & sustainability and support ongoing development through funding and training opportunities. I have recently retired and hope to use my work experience and local knowledge to benefit the tenants and residents of Pineview Housing Association and the wider area.

Why you got involved with the Association:

As a local resident, I want to support the communities in Drumchapel to have equal access to investments that bring greater economic and social benefits. These investments give access to improved education; training and employment opportunities; affordable quality housing; and an improved environment through increased partnership working and access to wider community benefits.

What you want to see for the future for Pineview: A thriving community with access to sustainable quality and affordable housing, where tenants and residents opinions/views are taken into account through local decision-making processes and where people are proud to live. We all wish Linda every success in her role as Chairperson.

2025 – 2026 Rent Charges and Management Fee Consultation

To provide services for tenants and customers and to maintain properties, the Association needs to generate income to pay for these.

The Association's income comes from the rents that tenants pay for the home they live in. This income needs to cover the day-to-day costs of the Association and also needs to allow funds to be set aside for current and future cyclical maintenance works (such as painterwork, gas servicing, electrical safety) as well as current and future replacement and improvement works (such as replacement kitchens, bathrooms, windows, roofs).



Over the past few years, the costs of operating have increased dramatically. This is largely due to the increase in the cost of labour and materials. This has resulted in increased direct costs and increased costs for our suppliers / contractors which then get passed on to us when we buy services and works.

Cost increases in spend being experienced by the Association are a lot higher than inflation, especially in repairs and maintenance costs.

The Association reviews its rental charges every year to make sure we have enough income for the costs as mentioned above. We aim for our rental charges to be as affordable as possible for customers whilst covering our costs.

The Association would normally consider using the September inflation rate for consumer price index inflation (CPI) to determine rent increases. However, as explained above, the rent charge affects what the Association can do and our costs have increased considerably above CPI.

During the last few years Pineview has applied below inflation rent increases to help tenants during the cost of living crisis. Rent Increases for the previous 4 years:

- 2024 – 5% (September 2023 CPI less 1.7%)
- 2023 – 3% (September 2022 CPI less 7.1%)
- 2022 – 2.6% (September 2021 CPI less 0.5%)
- 2021 – 0.7% (October 2020 CPI)

We now need to base our rent increase on what is required to ensure that we are able to continue to invest in our properties and services without stocking up problems for the future that could result in high rent increases.

As part of our annual review, we also compare our rents with other social landlords – we consider average private sector rents, but these are always greatly higher, as you can see in the table below.

2023/24 Average Weekly Rents:

Size	PHA	Drumcog Average	SHN Average	Scottish Average	PHA cheaper than Scottish	Glasgow private rents
2 apt	71.18	77.01	81.26	87.87	-19%	178.38
3 apt	81.76	84.12	89.55	90.29	-9.15%	233.77
4 apt	91.66	97.11	99.30	98.30	-6.76%	288.69
5 apt	101.07	105.29	108.80	108.27	-6.65%	503.54

Drumcog 2024/25 Average Weekly Rents

Size	PHA	Drumchapel Housing Co-op	Cernach Housing Association	Kingsridge Cleddans Housing Association
1 apt	N/A	N/A	51.17	N/A
2 apt	74.75	93.22	74.62	78.87
3 apt	85.87	93.74	85.34	87.73
4 apt	96.31	110.23	103.15	98.01
5 apt	106.15	120.53	107.15	108.34
Total Average	88.51	98.68	88.78	93.24

The Association begins the rent review work in Sept/October each year. This includes reviewing past spend, considering future budgets (for the year ahead and the 30 years ahead for longer term planning), and consulting with tenants on proposed rent changes, which would be applied from 1 April.

The Association's Committee of Management has considered all these matters and decided the consultation process to commence for rent charges due from 1 April 2025.

The Management Committee absolutely understand that an increase, no matter how big or small, impacts on our tenants and with that in mind we have worked hard to keep the proposed increase as low as possible.

However, with a focus on our tenants, the Management Committee have sought to find a balance between any proposed increase against affordability and the need to maintain and invest in our properties and services. As such, the Management Committee have decided to consult with you on a proposed increase of 4.5%. Any increase would be applied to the base rent within our rent setting structure and then calculated through to the chargeable rent. Below, we have illustrated the impact on average weekly and average monthly rents.

Impact of proposals on the average rent charges:

Property Size	No. Units	2024 Current average weekly rent	Average weekly increase amount	New average weekly rent	2024 Current average monthly rent	Average monthly increase amount	New average monthly rent
2 apt	157	74.75	3.37	78.12	323.94	14.58	338.52
3 apt	389	85.87	3.87	89.74	371.91	16.73	388.64
4 apt	225	96.31	4.33	100.64	417.33	18.78	436.11
5+ apt	81	106.15	4.78	110.93	460.00	20.70	480.70

Service charges are charged separately – our tenant service charges only relate to 3 properties for specialist door services.

Your opinion matters – please let us know your thoughts

Before deciding on the increase, the Association is seeking the views of our tenants – the law requires us to do this every year. We have issued rent consultation correspondence to every tenanted home during December in order to ask your views on this.

Please can you take the time to consider the proposed increase and let us know your opinion **by 4pm on Friday 10th January 2025**.

Following this, the Management Committee will consider the consultation responses (all responses will be reported anonymously) and decide on charges to apply from 1 April 2025.

The outcome will be advised to everyone by the end of February 2025.

To let us know your views:

- Scan the QR code with your mobile device to take you directly to the survey on our website.
- Visit our website <https://www.pineview.org.uk/customer-consultation/>
- email: mail@pineview.org.uk
- Text: 0741 834 7038.
- Call the office on 0141 944 3891 and speak to a member of staff to give your view.



Prize Draw - All responses will be entered into a prize draw with 10 chances to win £20 vouchers

The Importance of Paying Your Rent!

We appreciate that we are living in difficult times and many of our tenants are finding it harder to meet their rent payments. It is important that you continue to make rent payments and to make payments towards any arrears you may have on your account. We have recently had to evict some tenants who failed to make rent payments and left us with no other option but to take legal action.

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

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

Why not pay your rent using the
allpay App

The allpay App is free to download from your Apple or Android smartphone and enables you to pay your bills quickly and easily at the touch of a button.

Available on the iPhone
App Store

GET IT ON
Google play

allpay
Payment App

Please help us keep a roof over your head!

Love to Shop Vouchers

As you may be aware, each year at Christmas the Association delivers a £10 shopping voucher to each of our tenants or joint tenants who are over the age of 60.

This year was no exception, and our Customer Forum members were very keen for this tradition to continue.

The staff team have been out chapping doors and speaking to residents while delivering the vouchers. **A total of £3,170 in vouchers have been distributed.**

Sources of Help this Winter

Winter can be especially difficult for some of us. However, there are services and resources in Glasgow here to support you:

Drumchapel Food Bank	Unit 9, KCEDG main reception, Ladyloan Pl, Glasgow G15 8LB. Open 9am – 3pm Monday to Friday
Scottish Welfare Fund	Offer crisis grants that aim to support people in emergency or disaster situations. To check if you are eligible or how to apply you can visit their website .
Glasgow Helps	Glasgow Helps is a search tool to help people find support in their communities. They have a telephone service where you can receive advice on the support available to you. Interpreters can be arranged for this service. The number is 0141 276 1185 or visit their website
Glasgow Community Food Network Food Services Map	This map hosted by Glasgow Community Food Network shows a range of food services active in Glasgow. This includes food banks and pantries, community meals, and community gardens.
Health Improvement Information from NHS Greater Glasgow and Clyde	You can find out more about NHSGGC’s Health Improvement projects and initiatives on their website . You can find information on healthy living as well as signposting to available services.
Cost of Living Support Services	Glasgow Health and Social Care Partnership have compiled a list of supports available in Glasgow. These include Food Supports, Money Advice Supports, Energy and Fuel Supports, Crisis Supports, Specific Population, Housing/Legal Supports, Practical Supports, Support Directories and Helpline Supports. The list can be viewed below. Glasgow Cost of Living Guide

Welfare Benefits

We offer appointments on Tuesday 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.

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.

Doorstep Crime and Bogus Callers

Doorstep Crime is when rogue tradespeople visit your home uninvited and try to convince you to sign up to their services or buy goods from them.

They can often act in an intimidating manner and will often overcharge for poor workmanship.

Here at Pineview, we are committed to the safety and well being of our tenants and the wider community and take measures to prevent our tenant's falling victim to this type of crime.

If a Pineview staff member or any of our appointed contractors visit your home, we will normally make an appointment with you in advance, and will display appropriate identification, for example an I.D badge.

If you become aware of any suspicious activity or have any doubts about the authenticity of any of our contractors, please phone Pineview directly, and if necessary, contact Police Scotland on 101.

For further information and tips on how you can safeguard yourself and the wider community from Doorstep Crime, please refer to [Police Scotland's website](#).

Beat Doorstep Crime

- Ensure all your doors and windows are locked.
- Fit a door chain or bar - and use it.
- Always ask for ID and verify by phone.
- Look out for those in your community.
- If in doubt keep them out
- Report any suspicious activity immediately.



scotland.police.uk @PoliceScotland f PoliceScotland

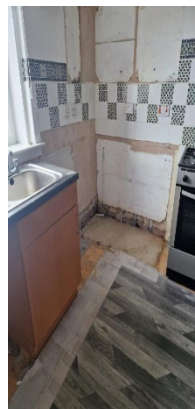


Maintenance Update

Kitchen & Boiler Contract



Our contractor James Frew have been onsite carrying out kitchen and boiler replacements with works now nearing completion. Feedback received from customers has been very positive.



External Paint Works

JS Harvie are currently onsite carrying out paint works and these works are due for completion March 2025.

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.

Gutter Cleaning

Patersons have been appointed to carry out gutter cleaning and works commenced at the start of December 2024.

Ground Maintenance

Linear Landscapes are the appointed contractor and have recently completed the grass cutting programme. During winter months Linear will continue to be onsite fortnightly to carry out winter maintenance works until March 2025.

Pineview Wear it Pink!

Once again this year Pineview staff needed no encouragement to Wear it Pink to raise funds for the Wear it Pink Cancer Awareness Day on Friday 18th October 2024.



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










Everyone involved made a tremendous effort with the staff fundraising tally reaching a Pinktastic **£174.00!**

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

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

Performance

Below is a summary of 2024 -25 performance outcomes to 30 September 2024. The Scottish Average figures noted relate to the 2023-2024 year end performance as reported by the Scottish Housing Regulator.

 <p>2.34 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 4.2 hrs</p>	 <p>2.93 Days (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 8.7 Days</p>	 <p>92.93% (Target >96%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 88.0%</p>
 <p>14.44 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: 5.11 Days</p>	 <p>98.63% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 94.2%</p>
 <p>5.8% (Target <6.50%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.74%</p>	 <p>100.06% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 99.0%</p>	 <p>0.13% (Target <0.20%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.4%</p>

Compliments and Complaints

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.

Tenant advised, in their 11 years as a tenant they always get a response and assistance any time they call the office and have never been let down. Pineview staff are brilliant.

Tenant thanked staff for keeping them updated on window repair.

Compliment to Estate Caretaker Team on how quickly bulk was picked up.

We don't always get things right though! We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

We take any complaint about our service delivery very seriously, and always want to improve on anything we have not got quite right. Below is an example of how complaints help us develop and improve our service.

We record all our complaints and report on these anonymously to the Committee of Management every quarter. You can read our latest complaints performance report on our [website](#)

Frozen Pipes in Winter

Why do pipes freeze in winter? When temperatures drop below zero, the water in your pipes can freeze if they're not insulated properly. And since water expands as it freezes, it can put pressure on the pipe itself – causing it to buckle and split.

Frozen pipes are a big problem. Not only can they stop your heating and hot water from working properly, but they can also burst – causing leaks, or even flooding. So, if you think your pipes have frozen over, you'll need to act quickly to prevent any further damage.

How to stop pipes freezing

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

Look out for the warning signs

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



Contents Insurance

Christmas can bring us a lot of new gifts, particularly those which are of high value such as games consoles, televisions and jewellery. We are aware that some tenants choose not to purchase contents insurance policies, but we would to remind everyone of the importance of having cover in place. All tenants are reminded that damage to their own possessions following an event such as a fire or flood, are not covered by the Association. Tenant's only recourse in these situations is to make a claim on their contents insurance policies.

A contents insurance policy can also include cover for forcing entry and changing locks in the event of a tenant losing their keys. The cost of this will not be met by the Association and will be re-chargeable to the tenant.

We cannot stress enough the importance of having a contents insurance policy. All tenants qualify for low cost insurance rates through the Scottish Federation of Housing Association Insurance Scheme. You may think that this is a cost you cannot afford however, as a number of tenants could confirm, the cost of contents insurance works out considerably cheaper than having to replace like for like items from your own disposable income.





We would urge tenants to take out contents insurance to protect you against unexpected and unforeseen loss. You can contact Thistle Insurance Services on 0345 450 7286 to discuss your options, or you can apply online at <https://www.thistletenants-scotland.co.uk/> or <https://www.sfha.co.uk/diamond-insurance>. This option may not be suitable for all, so please shop around to ensure you receive the best advice

Dampness, Condensation and Mould – Useful Information

In our Winter Newsletter last year, we provided information on the different types of damp and mould that can be found in homes and we asked you to get in touch with us if you were experiencing any problems with damp or mould in your home so that we could check your home and take appropriate action. There are essentially four situations that are commonly referred to as damp:

- ✳ **Rising Damp**
- ✳ **Penetrating Damp**
- ✳ **Defective Plumbing Damp**
- ✳ **Condensation**

A short summary of each of these is given below. Before we can determine what action needs taken, we need to determine what type of dampness it is and what are the root causes.

<p>What is Rising Damp?</p> <p>Rising damp is caused by water rising from the ground into the walls of a building through capillary suction of brick or stone. Water breaks through or around a broken damp proof course and rises into the wall through the porous mortar and masonry used.</p>	<p>What Does Rising Damp look like?</p> 
<p>What is Penetrating Damp?</p> <p>Penetrating damp occurs when water penetrates the walls of a property through an external defect like cracked rendering, missing pointing to the brickwork, a loose tile on the roof, a blocked gutter, leaking water pipe, seals around windows failing, old brickwork that has become porous, an existing cold bridge or perhaps spalled bricks/concrete.</p> <p>This type of damp is usually much more noticeable after it has rained, and you'll normally see a damp patch on the wall or ceiling that looks and feels damp to the touch.</p>	<p>What Does Penetrating Damp look like?</p> 
<p>What is Defective Plumbing Damp?</p> <p>Whether it's a leak from the toilet, shower, sink or a pipe, defective plumbing can affect internal walls, and ceilings. It can also show on floors if the leak is from a water pipe under floor or a leak in a radiator pipe. Appearing as an obvious damp patch, it will appear no matter the weather outside. However, it may get worse after a certain utility is used, such as when the shower is turned on or when the toilet is flushed.</p>	<p>What Does Defective Plumbing Damp look like?</p> 
<p>What is Condensation?</p> <p>Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots. Condensation occurs when moist air comes into contact with a colder surface like a wall, window, mirror etc. The air can't hold the moisture and tiny drops of water appear. It also occurs in places the air is still, like the corners of rooms, behind furniture or inside wardrobes.</p>	<p>What Does Condensation look like</p> 

Visit our [website](#) for more information about the most common types of dampness, examples of what they look like, and how they can be dealt with.

There is also some useful information on the [Energy Trust website](#) about the most common issue of condensation.

Bulk

With Christmas on the way, many households will be looking to clear out unnecessary items to make way for new. We would like to take this opportunity to remind tenants to dispose of all bulk items appropriately and in a timely manner. If you are unable to dispose of bulk items yourself, please note that Glasgow City Council offer a chargeable uplift service.

Pineview also provide an uplift service free of charge, however, please keep in mind that we do not have a timeframe for uplift and would appreciate tenants' assistance getting items disposed of sooner rather later.

Should you need our assistance with removing bulk, please call the office on 0141 944 3891.

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

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

We cannot take:

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

Bin Stores

We would also like to take this opportunity to remind our tenants of the importance of keeping bin stores up to standard by appropriately disposing of waste.

Christmas brings with it a lot of new toys, however, this also means lots of packaging. We would ask tenants to keep in mind that it is the responsibility of the tenants to ensure that they are disposing of their household waste in a responsible manner.

All cardboard and other recycling should be cleaned where necessary, folded where possible and disposed of in the blue bins. General household waste should be placed in proper bin bags, sealed and placed in green bins.

The majority of our tenants and our Estate Caretakers work really hard to keep our neighbourhoods looking in the best condition possible. For this to be a real success, we need all tenants to play their part.



Property Inspections

The Housing Services team is busy contacting every tenant to book in a day and time that works for you in order to carry out property inspections! The visits usually take around 20 minutes and the purpose of these visits is to provide an opportunity to inspect our properties and improve the service we deliver. The visits are also a good way for us to get to know our customers and have a better understanding of what our customers' needs and expectations.

We will also use the visits to update our records. We will be able to identify customers who need more support that we have not been able to identify as having additional needs. At present only a relatively small percentage of our customers engage with us on a regular basis. We will endeavour, where possible, to carry out the visits at times that suit our customers. We will work with our customers to avoid carrying out the visits at unsuitable times by carrying them out at times such as when the annual gas service is taking place.

Please contact our office on 0141 944 3891 if you haven't already had your property inspection and let us know when you would be available for a visit.

Fly Tipping

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

The consequences of fly-tipping:

If you are caught fly-tipping, you could face a fine or even imprisonment. You may also have to pay for the clean-up costs.

Fly-tipping is illegal and can be harmful to the environment and local wildlife. It can contaminate land and water and cause pollution. It can also spread disease and vermin. It is unsightly and can be hazardous.

How to prevent fly-tipping

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

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

Did you know Glasgow City Council have an app you can use for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti.

Visit the [Glasgow City Council website](http://www.glasgow.gov.uk) for more details.



Protect Your Privacy Online This Festive Period



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

1. Ensure your device has security software. There are free options, which are sometimes just as good as the paid versions, and some may come with your device.
2. Only buy from an online retailer with good reviews and do your research beforehand.
3. Check if the website you are buying from is secure. A padlock symbol or "https" in the address bar of your Internet browser can mean that it is.
4. Navigate the website "cookie wall" carefully, and check what cookie permissions you give. Look out for "Reject All", "Object to All" and "Accept only necessary cookies".
5. Find out how the online retailer will use your or your gift recipient's personal information by reviewing their privacy policy.
6. Avoid giving the online retailer more personal information about you than they need to complete your order.
7. Refuse the option for your browser to remember your payment card information when paying because there are security risks if you do this.
8. Remember you can opt out of receiving any promotional e-mails and texts from an online retailer at any time.
9. Delete your digital footprint by removing your browsing history from your device.
10. Watch out for phishing e-mails. These can look like they are from a bank or online retailers you have bought from, but can be sent by scammers to get their hands on your account details.

Stakeholder Engagement – What are Pineview’s Strategic Goals?

Currently called strategic objectives, and forming part of Section 3 of our Business Plan ([website link](#)), the current strategic objectives are:

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.

In considering the Association’s strategy for the next three years (2025/2026/2027) the Management Committee have been reviewing these. Staff have been involved along the way and the Management Committee would like to share their ideas with our customers and ask for your input, ideas and suggestions. Whilst not settled on precise wording, the Committee have sought to simplify matters and have identified 4 overarching strategic goals that they want the Association to achieve:

- Satisfied people
- Sustainable Homes
- High Performance
- Connected Community



As part of the review process the Committee determined that the Values of the Association were still current and should remain. Committee considered how the proposed four Goals would align with the Association’s Values and found that they fitted well, especially if Integrity and Dignity were taken as one. This indicated that the approach was consistent with maintaining the Association’s current values. In recognition that the review was intended to simplify the strategic objective/goals for the next three-year period, whilst keeping an outcome focus, an exercise was undertaken to see how the existing seven objectives aligned with the proposed four. If all seven could easily aligned with the four then this would be a good indication that the focus remained the same and was simply more streamlined. The matching work found general alignment:

Alignment table:

Proposed Goal:	A. Satisfied people	B. Sustainable Homes	C. High Performance	D. Connected Community
Links to existing:	1, 2, 6	1, 3, 7	2, 6, 7	4, 5, 6

As intended at the outset of the review, the proposed new strategic goals do not signal a change in strategic direction or focus. They are simply a more concise and focused way of structuring Pineview’s current strategy

It was agreed that the next stages would involve:

- Work to develop high priority and corporate wide projects to be explored and considered.
- Stakeholder engagement on proposals.
- Work to develop a strategic delivery plan, ready for April 2025.
- Updating of Business plan to reflect changes and for publication April 2025.

This article is part of our stakeholder engagement, to inform customers and others on what has been done and what is intended as next steps.

We would welcome any comments and suggestions from you to help us shape our strategy for the next three years. We will keep our website updated on decisions as we progress this. We will also be arranging drop-in sessions at our office and will publicise detail of these when arranged – hopefully you make it along.

If you are interested in finding out more on this, and sharing your views and ideas, please contact our Director, Joyce, through our office 0141 944 3891 or mail@pineview.org.uk

Strapline, Mission, Vision and Values

What are Pineview's Vision, Mission and Values?

Strapline: Pineview Housing Association – Putting People 1st.

Vision: To be a leading social landlord in Scotland.

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

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

Community – engaging, collaborating, and including.

Resilience – continuously learning, developing, and adapting.

Integrity – being open, honest, and fair.

Diligence – working conscientiously and to a high standard.

Dignity – treating everyone with respect and compassion.

The Association is 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. Please contact Joyce through our office on 0141 944 3891 or send an email to mail@pineview.org.uk.

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

Neighbourhood Infrastructure Improvement Fund (NIIF)

The Drumchapel/Annie'sland Area Partnership has £1million for improvements to the local neighbourhoods

*Drumchapel Community Council area has a **third of £1M!***

Drumchapel We Want Your Ideas!

*If you live, work, care or regularly access facilities in Drumchapel we would like to hear your ideas on how we should spend the Infrastructure Improvement funding. **The categories that the funding can be spent on are detailed in the online questionnaire.***

Please Scan the QR Code on the left to give us your ideas. You can also copy the link below to your internet browser.

Open for ideas 25/11/24 – 10/1/25

For more information contact:

07557 170155 or 07789 031084



<https://www.smartsurvey.co.uk/s/DNIIF24/>

Original Photograph by Kevin Harvey



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 have 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 **13 February 2025 at 6:00PM** Please come along and join the fun! All are welcome!

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/

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www.pineview.org.uk

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