

## **Section 2: Overview, Background and Future Opportunities (June 2023)**

### **Where we started and how we grew**

Pineview Housing Association was established in 1991 as Pineview Housing Co-operative following a stock transfer of properties in the Pinewood area from the then Glasgow District Council. Since that time the Association has completed seven phases of improvement and new build housing in the Pinewood area, a shared ownership project in the Stonedyke Area, a new build project in the Broadholm area and six projects in the Waverley area (as part of and following a transfer of engagements from Glengarry Housing Co-operative in 2000). In February 2021 the Association completed a further transfer of engagements. Kendoon Housing Association was wound up and all tenants and properties were transferred into the ownership of Pineview, following robust tenant consultation and voting.

The Association now owns and manages 853 rented homes (including one HMO care unit); has a share in 22 shared ownership homes and provides factoring services to 30 owner occupiers. All of the properties we manage or provide services to are within the Drumchapel area of Glasgow, with the exception of one property in Knightswood. Drumchapel is in the northwest area of the City of Glasgow and is bordered by West Dunbartonshire and East Dunbartonshire.

The Association has a sound financial footing, having prudently managed the Association's resources since its inception. The Association has paid off several loans and works to ensure that the business has the best financial opportunities through effective treasury management and adherence to loan covenant requirements.

The Association works in an ever-changing environment and requires to work efficiently and effectively to protect the achievements of the business and to protect the interests of the business and our stakeholders moving forward. The Association recognises its achievements but will strive to continually improve on these and adapt to the environment in which we work.

### **Customer Satisfaction**

The Association works to provide excellent service to our tenants and other customers. In November and December we undertook our latest comprehensive tenants satisfaction survey, carried out by sector survey experts Research Resource. The headline results are available on the Pineview website - [here](#).

The survey covered the full range of the Scottish Social Housing Charter satisfaction indicators. Additionally, a number of other questions were asked on matters that as a community based housing association we wanted our tenants views on.

In respect of the Charter indicators for satisfaction the results were very positive, both against previous results and Scottish national averages. Given the circumstances since the previous survey in 2020 (covid and the related lockdowns and restrictions; the shortage of suppliers, labour and materials for works; the transfer of engagements; and staff turnover) the Association was delighted with the outcomes.

Whilst these results would be a great achievement at any time, they are especially welcome after the circumstances of the previous two years. They reflect positively tenants views on the outcomes of the 2021 transfer of engagements when 319 tenants transferred to Pineview from the ex Kendoon Housing Association. Transferring tenants received commitments as part of the transfer and would therefore have undoubtedly had high expectations. These results illustrate that tenants see the difference and Pineview is delivering for them.

The outcomes in respect of the tenant satisfaction questions contained within the Scottish Social Housing Charter are given in the table below. The table also details the 2021/22 Scottish averages, which the Scottish Housing Regulator (SHR) collects and publishes, for regulatory comparison and benchmarking purposes.

<u>Scottish Social Housing Charter Measure</u>	<u>2022 % tenants satisfied</u>	<u>2021/22 ARC Scottish Average</u>	<u>2020 % tenants satisfied</u>
Satisfaction with Housing Association's overall service	<b>91.5%</b>	87.74%	87.11%
Satisfaction with being kept informed about services and decision	<b>97.36%</b>	91.15%	97.33%
Satisfaction with opportunities to participate in decision making	<b>99.41%</b>	86.81%	94.67%
Satisfaction with quality of home	<b>86.22%</b>	85.44%	90.22%
Satisfaction with repairs service	<b>91.71%</b>	88.01%	82.11%
Satisfaction with Housing Association's contribution to the management of the neighbourhood	<b>94.72%</b>	85.09%	92.89%
Rating of rent as very good or fairly good value for money	<b>94.13%</b>	82.51%	89.33%

The 2022 satisfactions results were better than the Scottish average figure in all categories. Compared to our 2020 results, satisfaction levels were up in all indicators with the exception of a slight drop in satisfaction with the quality of the home – this is not surprising given our inability to undertake our planned maintenance and improvements work due to various covid lockdowns and restrictions, and the impact of worldwide shortages of materials and labour and the corresponding increase in the cost of those that can be sourced. However, the Association has reviewed finances and arrangements to allow us to work to catch up with as many of these works as possible during 2022/23 and beyond.

The survey also asked an additional question about satisfaction with the staff team, asking:

“Thinking of the contact you have with Pineview staff, how satisfied or dissatisfied are you with the customer care provided?”

➤ **Satisfaction with customer care was a fantastic 98%.**

While the Association were delighted with the results of the 2022 tenant satisfaction survey, we recognise that there will always be area where we could work to improve further. In recognition of this, the outcomes of the survey were reviewed by staff and an action plan developed. The action plan was considered by the Association's staff and Committee at the 31 March 2023 strategy day and is being implemented throughout 2023 and beyond.

## Asset Management and Financial Planning

The Association works continuously to improve the services that it provides to its residents through our reactive/planned and cyclical programmes. These elements of our business are crucial to ensure that tenants are happy, that their homes are maintained to a high level and that the future of the stock is protected and maximised. This is supported by regular reviews of our stock through stock conditions surveys, reactive and planned maintenance works and inspections, and ongoing reviews of our life cycle costings and the associated long-term projections.

The Association undertakes independent stock condition sample survey work each year with JMP Construction & Property Consultants. This involves the ongoing survey of the Associations properties to provide a representative sample to enable us to review long term maintenance and renewal plans and costs. This work also allows the Association to ensure that stock complies with the Scottish Social Housing Standard (SHQS) and the Scottish Energy Efficiency Standard for Social Housing (ESSH).

The Covid pandemic affected our asset management plans in a number of ways. Restrictions on what we were allowed to do at various times during 2020, 2021 and 2022 created a backlog of works. This was the same across all landlords and Pineview was not unique in this. As restrictions were lifted and all landlords were looking to play catch up, there was a greater demand than there was supply for both materials and labour. This has been exacerbated by the lack of production of materials during the lockdown restrictions worldwide. Pineview continues to work in partnership with our contractors and have caught up with all reactive repairs. We also managed to conclude contracts that were planned and booked prior to the pandemic. Like all landlords we are now working to procure due works, post pandemic, and will need to take account of tender outcomes in respect of cost and quality in determining which works we prioritise.

The Association continually reviews our long-term financial projections to ensure we are planning prudently for the future. The Association is a not for profit charity and all funds are put aside for future operating costs and works to maintain our tenants homes and provide our services to tenants and customers. Planning for the future is essential to ensure that the Association can continue to deliver for customers.

The Association also has the long-term financial business plan of the Association independently checked periodically. While these reviews have always been positive, they also make clear that there is no room for complacency, from either committee or staff, either now or in the future, to ensure the long term viability of the Association and its services to tenants and customers. As such, the Association undertakes an annual review of our long-term projections.

We have also purchased and implemented the HUB Asset management system to allow us to keep our stock condition, and associated costing details, along with SHQS and ESSH compliance data, updated.

As of 31 March 2023 we reported compliance with the Scottish Housing Quality Standard (SHQS) at 99.8% (1 electrical test outstanding due to tenant access matters), whilst 100% of our stock meets the current Energy Efficiency Standard for Social Housing (ESSH). However, with increasing government targets to reduce carbon outputs and deal with the worldwide climate emergency, there will be higher standards for us to meet moving forward.

The Energy Efficiency Standard for Social Housing (ESSH) aims to improve the energy efficiency of social housing in Scotland by helping to reduce energy consumption, fuel poverty and the emission of greenhouse gases. The Scottish Government intends that the standard will also contribute to reducing carbon emissions by 56% by 2020, 75% by 2030, 90% by 2040 and net-

zero emissions of all greenhouse gases by 2045, in line with the requirements set out in the Climate Change (Emissions Reduction Targets) (Scotland) Act.

All Pineview properties meet the current energy efficiency standard in Scotland. This means that homes require an Energy Performance Certificate (EPC) of band C or higher. We require to meet this standard under the Energy Efficiency Standard for Social Housing (ESSH). In addition, no social housing below EPC Band D should be re-let from December 2025, subject to temporary specified exemptions.

The ESSH was introduced in March 2014 and set a first milestone for social landlords to meet for social rented homes by 31 December 2020. Pineview's homes meet this current standard. A second milestone (ESSH2) was confirmed in June 2019, for social rented houses to meet by December 2032. The ESSH2 milestone is that:

*“All social housing meets, or can be treated as meeting, EPC Band B (Energy Efficiency rating), or is as energy efficient as practically possible, by the end of December 2032 and within the limits of cost, technology and necessary consent.”*

In addition, no social housing below EPC Band D should be re-let from December 2025, subject to temporary specified exemptions.

The Scottish Government is has been reviewing the ESSH2 since 2022 in an attempt to realign the standard with the target for net zero heat in houses from 2040, as set out in the Climate Change Update, the Heat in Buildings Strategy, and the Housing to 2040 Route Map.

The ESSH review is looking at progress towards ESSH2, elements of the standard, air quality, alignment with the net zero target, and how the standard fits with changes needed across other tenures.

The biggest current obstacles to achieving ESSH 2 are the availability and cost of technologies (including the associated labour and materials) that can achieve the required outputs without making rents unaffordable.

Many of Pineview's homes have a Band C EPC, so we would look to see what else we can do to raise this. However, we do not want to start doing anything until we know the outcome of the current Scottish Government review - we don't want to do one thing and then find out from the review that something else would have been better.

Once we have the outcome of the Scottish Government review we will start looking at options in more detail. We will look to achieve the best value for money outcomes for our tenants – everything we spend on properties comes from rents charged to tenants so we need to consider the implications of any spend on what tenants pay in rent in order to ensure our tenants still have affordable rent charges. We also want to make sure that the options we consider are affordable and convenient for our tenants to use, and do not have unintended consequences.

This is a priority area of work for Pineview for the foreseeable future and we will be examining options and any possible external funding sources. Once we have some options we will be looking to consult with our tenants before we make any decisions. It is unlikely we will have detail to consider until well into 2024.

## **Future Opportunities**

Whilst the Association is a strong business, the Association is always looking to consider where we can improve, and always looking to prepare for any challenges or opportunities we may encounter.

Our Business Plan drives everything the Association does and is regularly reviewed and updated. Different areas of the Business Plan are considered at ongoing Management Committee meetings. Additionally, the Associations Committee and Staff undertake regular reviews to allow time to be taken to review aspects of the Business Plan and/or different or pressing matters of business.

This robust approach to our business planning has also put the Association in a strong position to allow it consider opportunities, such as that which presented itself in 2019 regarding Kendoon Housing Association Ltd.

Pineview viewed this transfer as an opportunity to provide community based housing services to local people within our Drumchapel area of operation. As part of the transfer process Pineview made a number of promises, which Pineview has been delivering on since 2021 – please see updated on our website - [Transfer Promises Outcomes](#).

Pineview believe that this partnership not only delivers for the transferring tenants from Kendoon but is also of real ongoing benefit to all Pineview tenants and customers. The benefits include, but are not restricted to, rental charges, tenants engagement, and savings that can be spent on tenant services. Pineview has lower rental charges and transferring tenants have benefited from moving to Pineview charges. Pineview has active tenant participation through our Customer and Resident Forum and transferring tenants benefit from the opportunity to get involved and the skills and experience of the original Pineview group. We hope all tenants will positively work together with Pineview to ensure our tenants voice is continually heard. All tenants also benefit from the increased size and strength of Pineview. Administrative savings allow more resources to be dedicated to continually improving our services to tenants and customers.

## **Costs and Affordability**

As referred to earlier, the energy efficiency of our tenants homes and the costs of heating homes, is a priority for the future. This is important from a global climate perspective but also from an affordability perspective for tenants who are currently facing huge increases in their cost of living expenditure. The Association's costs also continue to increase with the rising costs of energy, supplies and labour. We will be working hard to try to keep a balance between costs for tenants and being able to deliver a high quality service. This will not be an easy task for the future but we are committed to doing our best and consulting with our tenants on any decisions.

We will continue to pursue value for money in all that we do and will continue to regularly review our Value for Money Statement with our customer forum and wider tenant base – a copy of our current statement is available in the Policy section of our website - [Policies \(in alphabetic order\)](#).