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Office
Opening Hours
Standard Opening Hours

Our standard office
opening hours are:
Monday - Thursday
9.00am until 5.00pm
Friday 9.00am - 4.00pm

We can arrange appointments
to see customers out with
these times if required. Please
contact our office if you require
alternative arrangements

Competition Time

How would you like to create an eye-catching poster design to help remind people to "Scoop the Poop"

We are looking for children in our local community to come up with an idea/picture design. We are hopeful that it will raise much needed awareness in the area about the importance of picking up after your dog and encourage dog owners to be more responsible so that everyone can enjoy time outdoors in public spaces.

Opposite are a couple of examples to help you on your way with initial ideas (please note these are examples only and copies will not be accepted.)

Come on Children – get out your best paint/colouring pencils and let the artistic side of you flow. Have your entries into our office at 5 Rozelle Avenue by **27th April 2018** and the Winner will be chosen at our Customer Forum Meeting on 2nd May 2018.

The Winner will receive a £25 voucher and have their design displayed around the local area/common close/back courts.

Please put your name, address and contact number on the reverse of the poster.

Congratulations to our competition winner from our winter newsletter **Cameron Francis** who decorated the christmas snowman and won £25.00 love to shop vouchers. Well done Cameron.



2017/18 Public Holidays & Office Closure Dates

Our office will be closed on the following days:

Friday 30/03/18 to Monday 02/04/18 (re-open on Tuesday 03/04/18 at 9.00am)

Monday 07/05/18 (re-open on Tuesday 08/05/18 at 9.00am)

Friday 25/05/18 to Monday 28/05/18 (re-open on Tuesday 29/05/18 at 9.00am)

Friday 01/06/18 (re-open Monday 04/06/18 at 9.00am)

For emergency repairs when the office is closed, please call City Building on Freephone 0800 595 595.

Getting Involved With **YOUR** Association:

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

- Joining the Management Committee (monthly meeting excluding July and December)
- Joining the Customer and Resident Forum (meetings normally the first Wednesday of each month)
- 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 resident and customer involvement, if you have any suggestions for getting involved or 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 a number of ways:

Visiting our office at
5 Rozelle Avenue,
Drumchapel, G15 7QR

Mon - Thurs 9.00am to 5.00pm,
Fri 9.00am to 4.00pm

Telephone: 0141 944 3891
E-mail: mail@pineview.org.uk
Website: www.pineview.org.uk

Staffing Update

Estate Caretaking Services (ECT)

Kris Daly, Estate Caretaker, no longer works for the Association and we wish him well for his future.

The ECT now consists of 2 staff members –
Stuart Walker and James Milliken.

A review of ECT working practices, work programmes etc. has taken place. Improvements to procedures, administration and monitoring have also been identified and currently are in process of being implemented.

Stuart and James are committed to delivering an excellent standard of caretaking duties (e.g. close cleaning; bin assistance; bulk removals; void clearances; estate management inspections / actions etc.)

Temporary Post

Robert Murray has joined the Association's staff team for an 18 month period to assist in undertaking a range of activities as outlined in the Internal Business Plan e.g. tenant participation; social media, equality & diversity, new data protection regulations etc. He will also provide housing management / maintenance support to the Housing Services section. Currently he has responsibility for co-ordinating the district heating replacement contract and many residents in Waverley will have received advice and assistance from Robert.

Robert will be a great addition to the Association's team and we wish him all the best in his employment with the Association.

Rent & Service Charge Increase for 2018

The Association reviews its rent and service charges every year and works hard to try and keep the charges affordable whilst having enough money to cover all our current costs as well as putting money aside for future maintenance works such as new kitchen, new boilers, replacement windows, roofs etc.

The Association consulted on options for the 2018 increase. Thank you to those 12 customers who took the time to respond to the consultation. From the 12 responses the choice of increase was split as follows:

3.0% - 12

3.5% - 0

4.0% - 0

The Association's Management Committee considered the consultation responses alongside the need to ensure sufficient funds for current and future commitments for the Association and the housing stock and approved a rent & service charge increase of 3.0%.

If you would like more detail on this please contact Karen Byrne, our Housing Services Manager at our office.

Changes to the Data Protection Act

Pineview Housing Association Ltd is the Data Controller of the information we hold about our customers and is registered with the Information Commissioners Office, registration number: Z7295820. The current Data Protection Act 1998 regulates the way we handle and process your personal data.

The General Data Protection Regulation (GDPR) is a new, European-wide law that replaces the Data Protection Act 1998. The GDPR places greater obligations on how we handle your personal data and it aims to give you more rights and control over how your personal data is handled. The Act comes into effect on 25 May 2018.

What information does the GDPR apply to?

- **Personal data** is information which relates to a living person who can be identified from the information itself, or by linking it with other information. For example, it could be your name and address.
- **Processing personal data** is the name given to anything that we do with your personal data that we hold. For example, entering your details into our computer systems or storing a completed form in a filing cabinet.

How are we preparing for the new Act?

Over the coming months we will be reviewing what data we hold, how we store it, and what basis we have for processing it. In addition, we will be reviewing and updating our policies, procedures and privacy statement.

We need your help

We are committed to keeping your personal details accurate. You are required to let us know of any changes to the information that you give us to ensure that we are holding accurate data. We need to know for example whether you have the same people living with you or whether there have been any additions to your household such as a new baby, partner, friend, etc.

Keeping you informed

We will be sharing more information leading up to the GDPR implementation date. We will publish a revised Privacy Notice (information we provide to people about how we process their personal data) to ensure it complies with the GDPR.

The GDPR says that the information we provide to people about how we process their personal data must be:

- concise, transparent, intelligible and easily accessible;
- written in clear and plain language, particularly if addressed to a child; and
- free of charge.

Dog Fouling



Pineview Housing would like to remind ALL dog owners that allowing your dog to foul without disposing of it properly is against the law - Dog Fouling (Scotland) Act 2003, and in breach of your Tenancy Conditions. This also applies to anyone visiting your property with a dog(s). We operate a Zero Tolerance to this type of anti-social activity and will take further action against anyone found responsible. You will be fined by Glasgow City Council and taken to court if you refuse to pay this fine and then have to sign an Acceptable Behaviour Contract for breach of tenancy conditions.

You all have a duty to be responsible dog owners and to ensure that your visitors act in a responsible manner (you will be held liable for their behaviour under the terms of your tenancy agreement).

Inspections are carried out regular and the following has been noted:

Although there are still some streets that could be better the Waverley area has major improvement and we thank all dog owners/tenants for their continued co-operation with addressing this issue.

The common back court areas in Jedworth Ave have been of particular concern and this is being closely monitored. Anyone identified as allowing their dog out the common area to foul will have action taken against them.

If you witness anything and know who the dog belongs to please let us know in order that we can respond and take action. Alternatively you can report incidents direct to Glasgow City Council's Environmental Task Force on 0141 287 9700, twitter - @theenvtaskforce or Facebook - Envtaskforce. Alternatively you can download the App - My Glasgow app. You can also speak to your Housing Services Officer at Pineview Housing on 0141 944 3891

You can all play a part in helping to keep your Community environment clean and a nicer place to live. Please ensure that you pick your dog foul and speak to us in confidence if you have any information to provide us that will allow us to help stamp this out.

Please see our "Scoop the Poop" competition and encourage your child/children to help design a poster/leaflet about this subject, a bright colourful creative design to get the message across to people to pick up the Dog Foul and dispose of it properly and also help educate people about the importance of picking up dog foul.

Universal Credit – Notifying DWP Of Annual Rent Increases

UC full service

If you are a claimant in full service you will be responsible for informing any changes to your housing costs. You can do this via your on-line Universal Credit (UC) account. All changes need to be made once they have happened (i.e. after the rent has changed in April). We have issued a letter with the rent increase for April 2018 to advise of what your new rent will be.

UC live service

The DWP will undertake an exercise to gather the April 2018 annual changes in rent. However, as your Landlord, we will also report the annual rent increase directly to DWP for those of you who are claiming UC housing costs for rent/service charges. This will help ensure that claimants receive the correct payment.



Housing Benefit Issues/Welfare Benefit Adviser

Are you having any housing benefit issues or not sure if you have an entitlement? We can offer you an appointment for assistance with any housing benefit issues. If you would like to meet with our Welfare Benefits Adviser then please contact our office on 0141 944 3891 and we will be happy to arrange an appointment for you.

This is a free service offered to all our Residents and appointments are available at our office on a Friday morning.

It is an invaluable service that could benefit you financially and many of our Residents have used this service and had income maximised and benefit paid out that they weren't aware they were entitled to have. If you are in receipt of part housing benefit then you may be entitled to apply for a Discretionary Housing Payment (this is a top up of your benefit which you do not need to pay back).

If you also have arrears as a result of ongoing benefit issues then your Housing Officer can also assist with this through our Housing Options route which can in turn fast track your housing benefit claim and secure it back into place quickly. Please speak to Janie Preston or Murray Landale if you experience any benefit issues to see if assistance/advice can be offered.

We would also remind all Residents on housing benefit that from 1st April 2016 the Government has reduced the time in which they can backdate your Housing Benefit to one month.

If you do have any housing benefit issues or receive a suspension letter, please make sure you deal with this immediately. If you do not deal with this quickly then you may unnecessarily end up with arrears/increase in current arrears.

Glasgow Housing Register

A common housing register is a single housing list for a local authority area, maintained (on a database) on behalf of social housing providers. It enables applicants to complete one, common application form to apply for multiple Housing Associations, where currently, applicants must fill in a number of forms.

A Partnership made up of Glasgow City Council and the below listed Housing Associations and Cooperatives have been working to deliver the Glasgow Housing Register (GHR). This pilot common housing register will operate in the Northwest of Glasgow only for a period of two years, the evaluation of which will assist in the development of a model for a citywide roll out.

- Cadder Housing Association
- Cernach Housing Association Ltd
- Charing Cross Housing Association
- Drumchapel Housing Co-operative
- Glasgow West Housing Association
- Kendoon Housing Association
- Kingsridge Cleddans Housing Association
- Maryhill Housing Association
- ng Homes
- Partick Housing Association
- Pineview Housing Association Ltd
- Sanctuary Scotland Housing Association
- Yorkhill Housing Association Ltd

For Pineview Housing Association this has meant an increase in our Housing list from 238 applicants in February 2017 to 1045 applicants at the end of January 2018. The success of the Glasgow Housing Register has meant a great deal of work to bring the processing time back down to our usual levels.

The online applications to the GHR is temporarily unavailable to allow further development work to take place to improve the application process. If you need to make a fresh application or amend an existing application please contact the office where staff will be able to assist.

Scottish Housing Regulator News: Regulatory Review



The Scottish Housing Regulator (SHR) is looking for feedback and ideas on the future of social housing regulation in Scotland. It has published a discussion paper and is inviting tenants, landlords and others with an interest in its work to contribute their views by 30 March.

The discussion paper sets out the Regulator's early thinking on its future approach, regulatory priorities and how it will work. The Regulator will use the feedback on the paper to develop its detailed proposals for a new Regulatory Framework. It will consult on the new Framework later this year. One of the important themes in the paper is how landlords and the Regulator can promote a strong tenant voice. George Walker, the Regulator's Chair, said "For social landlords, effective ways for tenants and service users to have their voices heard are critical. Our work to date has promoted a strong tenant voice. We want to build on the strengths and successes of the existing Regulatory Framework. We also want to learn from our experiences over the last five years, respond to new challenges and consider the future context for landlords. We want our work to have the most positive impact that it can, so we have also taken account of the latest thinking in wider regulatory best practice. We are keen to hear what people think about our ideas overall, and to get their views on a number of more specific questions. We welcome feedback from all organisations and individuals with an interest in our work."

The Regulator's discussion paper explains how it will continue to focus on safeguarding and promoting the interests of tenants, people who are homeless and others who use social landlords' services.

A copy of the discussion paper can be downloaded from the SHR website:

<https://www.scottishhousingregulator.gov.uk/publications/our-regulation-social-housing-scotland-discussion-paper-january-2018>

Details of how to join the discussion are also given on the website, and summarised below for information:

How to join our national discussion on the future of social housing regulation in Scotland

We're looking for feedback and ideas on the future of social housing regulation in Scotland. Our discussion paper invites tenants, landlords and others with an interest in our work to contribute views. Our discussion paper sets out our early thinking on our future approach, regulatory priorities and how we will work. We will use feedback on the paper to develop a detailed proposal for a new Regulatory Framework. We will consult on the new Framework later this year.

Giving us your feedback

We're happy to receive feedback in whatever way suits you by 30 March. You can use our questionnaire if you want to answer on a question by question basis. You can answer as many or as few questions as you like.

email: discussion@scottishhousingregulator.gsi.gov.uk

Post:

Scottish Housing Regulator,
Buchanan House,
58 Port Dundas Road, Glasgow G4 0HF

We will publish your responses as they come in.

Your questions

If you have any questions please get in touch. You can call us: 0141 242 5642

You can email us:

shr@scottishhousingregulator.gsi.gov.uk

2016/17 Data Accuracy Report (Edition 6) published 30/01/18

SHR finds that landlords continue to show a strong commitment to accurate performance reporting. The report summarises the findings of SHR's work to assess the accuracy of the performance information provided by social landlords in their Annual Return on the Scottish Social Housing Charter. It highlights some of the positive ways landlords are measuring and reporting on their Charter performance. Pineview Housing Association staff will consider the findings and implement any required changes.

SHR Thematic Study into Repairs and Maintenance

SHR has published a thematic inquiry report (15/02/18) finding that repairs and maintenance are a key priority for tenants and service users. The report shows that the speed and efficiency of repairs, flexibility, being kept informed, and being treated with courtesy and respect were among the things most important to tenants. The report looks at how landlords are carrying out repairs and assesses that performance against the standards and outcomes of the Scottish Social Housing Charter. It found that landlords' overall repairs performance improved and tenant satisfaction is up. The SHR carried out survey work with social landlords, gathered feedback from tenants and tenant representative bodies and analysed national performance information. Pineview Housing Association staff will consider the findings and implement any required changes.

You can keep up to date with all SHR news by visiting their website at: <https://www.scottishhousingregulator.gov.uk/news>

Consultation Corner

Policy Reviews

The Association has a schedule of policies and they are all programmed in for regular review. Our policies are largely split into two types – policies that affect customer services directly and those which affect staff and/or committee. We are required to advise tenants of policy reviews for policies that directly affect tenants' services. However, the Association always advises of all our policy reviews in case any of our customers has a particular interest and would like to contribute to a review.

The following policies have been reviewed during the period February 2017 – February 2018. If you would like to know more about the changes made please contact our offices to discuss with the member of staff identified.

Ref	Policy	Staff Member to contact
F.03	Financial Regulations and Procedures	Joyce
F.05	Treasury Management Policy	Joyce
F.06	Donations Policy	Joyce
F.08	Social Media Strategy	Isobel
G.01	Membership Policy	Joyce
G.04	Disaster Recovery Plan	Isobel
G.05	Data Protection Policy	Isobel
G.08	Committee Performance Review Policy	Joyce
G.09	Committee Structure, Standing Orders & Delegated Authority	Joyce
G.11	Model Code of Conduct For Governing Body Members	Joyce
G.12	Committee Members Role Description	Joyce
G.13	Chair's Role Description	Joyce
G.14	Governing Body Members Guide	Joyce
H.02	Allocations Policy	Karen
H.05	Tenancy Management Policy	Karen
M.09	Asbestos Management Policy (Includes Risk Assessment)	Karen
M.10	Stock Condition Survey Policy	Karen/Joyce
S.01	Alcohol and Substance Misuse Policy	Isobel
S.02	Staff Development & Performance Review (Appraisal) Policy	Joyce
S.04	Model Entitlement, Payments & Benefits Policy	Joyce
S.06	Model Code of Conduct for Staff Members	Joyce
S.11	Flexible Working Policy	Isobel
S.12	Health and Safety Policy	Isobel
S.15	Stress Policy	Isobel
S.16	Office Call-Out Policy	Isobel
S.19	Safety Policy	Isobel
S.22	Shared Parental Leave	Isobel
S.23	Sabbatical Policy	Isobel

Policy Reviews Due:

The following policies are due to be reviewed during the period March 2018 – February 2019. If you would like to know more about the proposals please contact our offices to discuss with the member of staff identified. Once you have made an enquiry and shown an interest in being involved, our staff members will keep you advised of when the policy will be reviewed and work with you to allow you to contribute your views.

Tenant/Customer Policies

Ref	Policy	Lead Officer	Due
C.01	Adult Protection Policy	Karen	Mar 2018
C.02	Challenging Behaviour Policy	Karen	Mar 2018
C.03	Child Protection Policy	Karen	Mar 2018
H.18	Tenant/Customer Participation Policy	Karen	Mar 2018
G.05	Data Protection Policy	Isobel/Joyce	Apr 2018
M.03	Rechargeable Repairs Policy	Karen	Apr 2018
G.03	Equality & Diversity Policy	Isobel/Joyce	Jun 2018
F.08	Social Media Strategy	Isobel	Sep 2018
H.07	Estate Management Policy	Karen	Sep 2018
H.08	Factoring Policy	Karen	Sep 2018
H.12	Rent Account Management Policy	Karen	Sep 2018
H.16	Shared Ownership Policy	Karen	Sep 2018
H.04	Rent Setting & Service Charge Policy	Karen	Oct 2018
H.05	Tenancy Management Policy	Karen	Oct 2018
M.01	Repairs & Maintenance Policy	Karen	Oct 2018
M.06	Legionella Testing Policy	Karen	Oct 2018
M.12	Contractor Management & Procurement Policy	Karen	Oct 2018
H.03	Anti-Social Behaviour Policy	Karen	Jan 2019

Staff/Committee Policies

Ref	Policy	Lead Officer	Due
S.03	Attendance & Absence Management Policy	Joyce	Mar 2018
F.04	Risk Management Policy	Joyce	Apr 2018
F.07	Fraud & Bribery Policy	Joyce	Apr 2018
S.09	Expenses Policy	Isobel	Apr 2018
F.05	Treasury Management Policy	Joyce	May 2018
S.12	Health and Safety Policy	Isobel/Joyce	May 2018
G.11	Model Code of Conduct For Governing Body Members	Joyce	Jul 2018
G.12	Committee Members Role Description	Joyce	Jul 2018
G.13	Chair's Role Description	Joyce	Jul 2018
G.14	Governing Body Members Guide	Joyce	Jul 2018
S.04	Model Entitlement, Payments & Benefits Policy	Joyce	Jul 2018
G.09	Committee Structure, Standing Orders & Delegated Authority	Joyce	Aug 2018
S.06	Model Code of Conduct for Staff Members	Joyce	Aug 2018
G.08	Committee Performance Review Policy	Joyce	Sep 2018
G.04	Disaster Recovery Plan	Isobel	Oct 2018
S.08	Employing Members of the United Kingdom's Reserve Forces	Isobel	Oct 2018
S.16	Office Call-Out Policy and Procedures	Isobel	Oct 2018
S.10	Flex Time & TOIL	Isobel	Jan 2019
S.19	Safety Policy	Isobel	Jan 2019
S.21	Training & Development Policy	Isobel	Jan 2019
F.01	Audit Policy & Procedures	Joyce	Mar 2019
S.07	Disclosure Policy	Joyce	Mar 2019

Eviction Decision Process Changed:

Sometimes policies need to be amended between their review dates to take account of operational changes due or implemented between reviews. A recent example of this were the changes required due to a change in how eviction decisions are to be made. Previously when the Association received a court order for an eviction decree a report would be presented to the Management Committee presenting the details and requesting a decision. However, it was decided that this was a more operational area of work – as opposed to the strategic work that the Management Committee should concentrate on. As such, our delegated authorities policy was amended to give delegated authority to the Director to decide on such matters. This change resulted in amendments to our rent management policy and our anti-social behaviour policy so that there was consistency.

These changes have resulted in the following process, where the Director takes the role of making the final decision rather than the Management Committee.

When a tenant has had a Decree of Repossession awarded against them the tenancy will not automatically terminate. The tenancy will only be terminated if the Association actually evicts the tenant by instructing our solicitors / Sheriff Officers to implement the Decree.

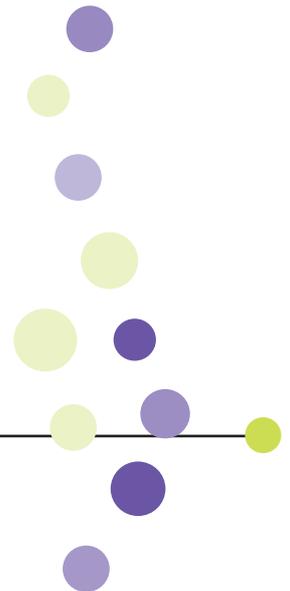
An eviction may only be carried out with the approval of the Director.

Reports requesting permission to evict must be presented to the Director after Decree has been awarded.

To ensure confidentiality the names and addresses of individual tenants in arrears will not be disclosed.

The Director will be given all the relevant information on which to make an informed decision.

This in no way affects a tenants legal rights and they are still able to ask the court to recall a decree. Eviction is always a last resort option for the Association and we will always try to help a tenant resolve matters and remain in their home.



Pineview Sets Its Budget for 2018/19 and looks to the Longer Term

The Management Committee has agreed the Association's final budget for 2018/19. The Committee considered the first draft budget in November 2017 and the Customer & Resident Forum then reviewed this during December and agreed the tenant consultation process for the 2018/19 rent increase. Following the consultation process and reviews by staff the final budget was approved by Committee in January for implementing from April 2018.

In addition, the Association has been undertaking a lot of work to look at the longer term finances of the Association and our ability to maintain our properties over the next 30 years and to continue to provide good quality services for our customers. Again, we have involved the Customer & Resident Forum in this process and we are very grateful for their interest and input. The first draft of the revised long term projections was presented to the Management Committee in November 2017 and a second draft was presented at the February 2018 committee meeting. In order to ensure these projections are robust the Management Committee have taken the decision to have the projections reviewed by an external independent expert.

Business Plan Update

The Association has a business plan that shapes the work the Association undertakes. The business plan is our key strategic document which communicates the Association's vision and objectives, and how it will achieve those objectives. The business plan is central to the Association's strategic decisions and our operational decisions should be consistent with the strategic direction set out in the plan.

Our business plan is a "live" document, reported on at each committee meeting for committee to consider. Each year the Association considers its priorities for the year ahead and determines our key performance monitoring targets to measure against. Both these areas are reported on quarterly to the Management Committee. The Association's risk register is also within our business plan and this is reviewed and reported on 6 monthly. The Committee are due to consider the following areas of the business plan over the next few months:

March	-	Priorities for 2018/19
April/May	-	Key Performance Targets for 2018/19
April	-	Review of Risk Management

If you would be interested in finding out more about these, please contact Joyce at the office to discuss.

Additionally, every 3 years the Association reviews our overall aims, values and core objectives. These are due to be reviewed during 2018 and staff and committee will consider these at our June 2018 strategy day. The current version from our business plan is given below:

Pineview Housing Association Ltd – Putting People 1st

Mission Statement

"Pineview Housing Association aims to provide quality affordable homes, and deliver excellent service through listening and engaging with our customers"

Objectives

1. To provide good quality affordable housing for rent and home ownership and maintain quality through appropriate long term investment.
2. To assist tenants and where appropriate owners and sharing owners to sustain their tenancies/ownership through the provision of adaptations, housing support service, financial advice and any other initiatives which the Association can enter into.
3. To provide efficient, responsive and cost effective management and maintenance services for tenants and owners.
4. To ensure that the work of the Association is supported by effective governance, financial and administration systems and that staff and Committee are accountable for the work of the Association.
5. To ensure that the Association is an employer of choice.
6. To consolidate our business within our existing neighbourhoods and take advantage of development opportunities should they be financially viable to undertake.
7. To support wider role activities that help to support the investment and regeneration that has already taken place and which introduce measures to help sustain our business and develop our community.

If you would like to make suggestions to change any of these, would like to be involved in their review, or would simply like more information please contact Joyce at the office.

Values

In everything we do, we will be;

- Honest and transparent
- Fair and adaptable
- Polite and approachable
- Positive and Kind
- Knowledgeable and Listening

Internal Audit Update

The Management Committee employ the services of independent qualified internal auditors (currently Wylie & Bisset LLP) to regularly review areas of work and to ensure that the Association is operating correctly and in line with legal, regulatory and good practice requirements. The most recent audit took place in November 2017 and the auditors examined the following areas:

- Staff attendance and absence management
- 2017 Insurance tender
- Share register
- Data protection
- Follow up review for previous audit

The auditor found the Association to be performing well in the areas examined and the Auditor attended the January committee meeting and was able to give assurances to the management committee.

How Did We Do? Performance Summary

We have provided a summary in the tables below of how we are performing in key activity areas compared with targets we set. As you can see, the Association continues to demonstrate mainly good results across our main service areas but we will continue to strive to improve our performance.

Performance Summary 2017-18

1st April to 31st December 2017

What we Measure	2017/18 Target	Performance to December	Target Met	Performance Change from Previous Year End	2016/17 Performance Year End
Getting Good Value from Rents & Service Charges					
Total Arrears Non-Technical (Current & Former)	1.79%	3.19%	✗	☹️	2.53%
Void Rent Loss	0.05%	0.04%	✓	☹️	0.02%
Housing Quality & Maintenance					
Emergency Repairs: Average Completion Time (hrs)	4.00	1.49	✓	😊	1.91
Non-Emergency Repairs: Average completion time (days)	4.00	2.00	✓	😊	2.33
% of Reactive Repairs completed Right First Time	95.00%	95.39%	✓	😊	94.34%
% of Repairs Appointments Kept	95.00%	96.31%	✓	😊	95.73%
% of properties with current gas safety record	100.00%	100.00%	✓	😐	100.00%
Access to Housing & Support					
Average Relet Time (Days)	3.00	2.68	✓	☹️	2.24
Applications: Average number of days to process	2	23.10	✗	☹️	1.06
Neighbourhood & Community					
Anti-social behaviour cases resolved within locally agreed targets	100.00%	100.00%	✓	😊	95.45%

Housing Services staff will continue to pursue rent arrears and other debt owed to the Association in order to reduce the overall arrears figure.

The average number of days to process applications has increased. The Association joined the Glasgow Housing Register in May 2017 and we have received a significant increase in the number of applications for housing. The volume of applications has had an impact on our processing timescales but due to a successful Action Plan introduced our average number of days to process an application is reducing.

Performance Key:

Target Met ✓

Target Not Met ✗

Performance Improving 😊

No change in Performance 😐

Performance Declining ☹️

Complaints & Compliments

Pineview is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The table below relates to the period 01 April 2017 to 31 December 2017 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints 01 April - 31 December 2017	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2017	1	4%		
Equalities Related Issues	0	0%	0	0
Other Issues	22	96%	0	0
Total Number of Complaints	23		0	

SPSO Timescales:
1st Stage: 5 days
2nd Stage: 20 days

It should be noted that not all cases will be able to meet the timescales. For example, some complaints are more complex and therefore require careful consideration and detailed investigation beyond the prescribed timescales.

Progress				
Ongoing	0	0%	0	0
Responded to in Full	23	100%	0	0
Responded within SPSO Timescales	20	87%	0	0

Outcomes:				
Upheld	15	65.22%	0	0
Partial Upheld	1	4.35%	0	0
Not Upheld	7	30.43%	0	0

Compliments

In order to capture details of where customers feel they have received excellent customer service, we record compliments as well as complaints. Some recent comments include:

Ref	Comment
550	New tenant advised Housing Services Officer during home visit that they were very happy with the service provided by staff at Pineview.
553	Assistant Housing Services Officer assisted tenant to apply to Scottish Welfare Fund online. Tenant stated they were extremely appreciative of staff taking the time to assist them.
569	Repairs satisfaction survey – tenant noted Housing Services Officer was great while dealing with snagging issues and worked hard to resolve ongoing issues.

Complaints Case Study

The case study below demonstrates how the Association learns from complaints and takes action to avoid similar situations arising with its other residents.

Complaint: 552

The tenant had complained that the contractor who installed his new kitchen had stated they would be back to fix / remedy snagging work. No workmen had returned and no information provided as to the reason(s) or likely dates for the remedial works being carried out.

Investigation

The Housing Services Officer (Maintenance) advised the contractor that they should have kept the tenant up to date at all times and agreed when the remedial works would be carried out. The reason provided by the contractor was that there were serious staff shortages and follow up snagging works for the contract were therefore delayed.

The Housing Services Manager advised that Association staff should carry out post inspections and follow up work both timeously and proactively to ensure that the Association is aware of contractor problems and can take appropriate action, including ensuring that tenants are kept fully aware and informed.

Learning Outcome

Staff training / guidance on effective contracts management and monitoring.

Faulty appliances cause 60 UK house fires a week, Which? says

Consumer group says government action to prevent fires falls 'woefully short'

71 people died in the Grenfell Tower fire, which was caused by a faulty Hotpoint fridge-freezer. Faulty appliances such as washing machines, tumble dryers and fridge freezers are causing more than 60 house fires a week in the UK – a figure which has stayed “stubbornly high” in recent years – according to a Which? investigation.

Government action to remove potentially dangerous electrical white goods from homes is falling “woefully short”, the consumer group warns, as it challenges ministers to explain how the fledgling Office for Product Safety and Standards will tackle the problem.

Its analysis, based on fire data, reveals that the number of fires has stayed at a similar level for five years, with malfunctioning kitchen appliances causing close to 16,000 blazes across the UK since 1 April 2012.

Faulty washing machines and dryers were the most high-risk appliances, causing more than a third (35%) of fires between 1 April 2014 and 31 March 2016. Over the same period, cookers and ovens caused 11% of fires, dishwashers 10% and fridges, freezers and fridge freezers 8%.

Which? has written to ministers giving them three months in which to publish an action plan for the Office for Product

Safety and Standards, launched last month. It urges them to set out the “true scale” of product safety risks in the UK and the immediate steps the oversight body will take to prevent further fires, including removing an estimated one million potentially faulty Whirlpool-made tumble dryers still in UK homes.

Last month a House of Commons committee urged Whirlpool to take “urgent action” to resolve the problem that has led to at least 750 fires since 2004. Their inquiry into risks from faulty electrical items was triggered by last year’s Grenfell Tower tragedy when 71 people died in a fire caused by a faulty Hotpoint fridge-freezer.

The move forms part of Which?’s new End Dangerous Products campaign, calling for a shake-up of the UK’s antiquated product safety regime to keep dangerous electrical white goods out of homes.

Please check your appliance regularly and only have them on when someone is in your home and awake to regularly check (not possible for fridges and freezers so check them more often for any signs of damage). It is advisable never to put appliances, such as washing machines, dishwashers and tumble dryers on when you are going out or going to bed. To be safe, switch all appliances off at the plug and do not leave them on standby.

Strathclyde fire brigade advice

The fire risk in common areas is the same as inside your home. Key recommendations for common areas are :

- Keep common areas clear – escape routes must be free of combustible material and anything that could prevent escape or hinder firefighter access.
- Do not leave any items or rubbish on the landings or under stairwells
- Move unwanted items out of the building and arrange for an uplift (0141 287 9700 – Free Service)
- If a fire breaks out in the close, stay in your home, your flat is a safe refuge area.
- Close all windows and doors.
- Call the fire & rescue service.
- Only leave your flat if you are directly affected by the fire or on instruction of a fire and rescue/police officer.

Strathclyde Fire & Rescue Department offer a FREE Home Fire Safety visit, or for additional advice, please contact: www.strathclydefire.org or 0800 0731 999 to arrange a free visit.

Help us to ensure that any potential incidents are prevented by not storing anything in the common areas.

If you see anyone leaving items/rubbish on the landings/stairwells please inform your Housing Services Officer (Janie Preston/Murray Landale) immediately so that it can be promptly dealt with.

Tel: 0141 944 3891

Thanks for your co-operation



Waste less and recycle more

Pineview recently received new wheelie bins as part of Glasgow City Council's Bin Replacement Programme (BRP) within the Pinewood area.

One of the key aims of the programme is to make it easier for residents to recycle. Through working in partnership with Glasgow City Council, we want to support you to recycle more.

Recycling is a vital way of improving our environment and our ambition is for Glasgow to waste less and recycle more. By recycling you will help to significantly reduce the amount of waste going to landfill. In 2016, Glasgow City Council disposed around 150,000 tonnes of household waste to landfill, the cost of which was around £15m.



Through recycling even the smallest of items, you can make a big difference, for example, recycling just one aluminium can saves enough energy to power a T.V. for 3 hours. To assist you with recycling we have provided the recycling guide below as a reminder of what can be placed in your recycling bins.

For further information on the BRP and all council recycling services, please visit the Glasgow City Council website: www.glasgow.gov.uk/recycling.

Recycling Guide

recycle for Glasgow



Blue Bin



FOR DRY MIXED ITEMS ONLY



Grey Bin



FOR FOOD WASTE ONLY



Green/Silver Bin



FOR GENERAL WASTE ITEMS ONLY



All other waste items not for blue or grey bins

RECYCLING CENTRES

Clothes, textiles and electrical items/appliances can be taken to one of Glasgow City Council's Recycling Centres, details of locations via our website below.

Maintenance News

Planned Maintenance Programme 2018 – 2019 Kitchens and Boilers

The following works have been identified for completion under the Association's planned maintenance programme for 2018 / 2019:

- New kitchens to be installed** – Broadholm area (Dewar Drive / Dewar Gate)
- Boilers to be replaced** – Broadholm area (Dewar Drive / Dewar Gate)

The tender process for these works will commence in March 2018 and it is estimated that due to the procurement process timescales the earliest start date for the contract would be May / June 2018. We will keep tenants up to date with progress.

If any tenant has debt owed to the Association in the form of rent arrears / rechargeable repairs or legal expenses they will not be considered for inclusion unless they have either cleared the debt owed or have discussed and agreed their proposals to pay with their Housing Officer and are adhering to their agreed payments proposal.

Please contact the Office for more information or to discuss your own individual circumstances.



Gas Servicing to Boilers

The Association is required by law to carry out an annual safety/service check to all gas pipework, boilers and appliances installed within Association 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.

The Association carries out 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 postcard 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.**

Please Note

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 and 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 Alarms & CO Alarms (Carbon Monoxide) –

All smoke & CO alarms installed in Association properties should be tested at the time of the annual gas service. If any



of the alarms are faulty the Association will have them replaced. You should also test your alarms weekly and let us know if there are any issues.

SMOKE ALARMS & CO ALARMS SAVE LIVES – please help protect your family and home by testing weekly.

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.



District Heating/ New Boiler Install

We would like to take this opportunity to update you on how the boiler installs are progressing. We started installs mid-December just before we stopped for the Christmas holidays. This was to help us identify what hurdles we may have come up against before the project started at full speed ahead heading into January.

The main challenges with this project are working with so many contractors at the one time making sure we stick to the programme as much as possible and complete at the end of March all going well. Below you will see some of the stages involved:

Stage 1 – Appointing the contractor to install the boilers.

James Frew was appointed and all is going well. Graham Iley the Project Manager and Robert Murray from the Association will continue to carry out surveys and confirm installation dates with the tenants and deal with any issues or concerns.



Stage 2 – SGN (Scottish Gas Networks), were instructed to carry out pipework connections to and from the properties in order for the meters to be installed. A lot of digging up in gardens front and possibly back and on the main street. We would like to say a big thank you to all tenants as we know this has caused some disruption but appreciate your patience.



Stage 3 – British Gas. We worked closely with British Gas to book in all meter installations as soon as SGN notified work at their end was complete. We arranged for all the tenants new gas cards to be sent well in advance so they had the card with them as soon as the boiler was installed.



We have appointed an external Clerk of Works David Stormonth who will post check all properties when James Frew have finished installing the boilers. David will instruct James Frew of further works if required and works will be completed as soon as possible.

The boiler room that feeds the remaining properties that as of yet have not had their boilers installed still provide heating to the properties, however the pressure in the boiler room will continue to be dropped as more and more boilers are installed.

We would like to thank all tenants for their patience and co-operation at this time as this has helped the programme proceed at an impressive rate.

If anyone has any questions then do not hesitate to contact Robert Murray at Pineview Housing on 0141 944 3891

Legionella – Reduce Your Risk

The risk of contracting legionella in the domestic home is minimal and most protection from legionella has to be undertaken by people actually 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:

1. You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.
2. You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.
3. If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.
4. You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
5. If you have an electric hot water tank you should make sure that you are fully heating the water in it and then using the water immediately after at least 2-3 times per week. Temperatures above 60°C will kill Legionella bacteria so make sure 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. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.

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.



Are you in control of your heating?

Are you in control of your heating? It's very tempting to turn the dial to 27°C and hope for the best at this time of year, but this will also trigger a massive energy bill.

Do you know how to heat your home to a comfortable temperature and keep bills low? Well, heating controls are there to make sure you stay in control of your heating and what you pay. In a home without any controls, installing and correctly using a programmer room thermostat and thermostatic radiator valves could save you £70-£150 a year. Here are a few tips on how to use them...

1. Thermostatic radiator valves – These allow you to control the temperature of your individual radiators, allowing you to turn down the heat in rooms you are not using.

2. Room thermostat – This type of thermostat prevents your heating system from using more fuel than it needs to. It will turn the heating on until the room reaches the temperature you have set and then off until the temperature drops below your programmed temperature. The thermostat should be set to the lowest comfortable temperature, typically between 18°C and 21°C. You don't need to turn your room thermostat up when it is colder outside; the house will heat up to the set temperature whatever the weather, however it may take a little longer on colder days. Turning up your room thermostat won't make your home heat any faster. Also, bear in mind that room thermostats need a free flow of air to sense the temperature so they should not be blocked by curtains or furniture or put near to a heat source.

3. Boiler thermostat – Your boiler should have a dial or a digital temperature setting. This sets the temperature of the water that is pumped from the boiler through the radiators to heat your home. Turn it up during cold winter spells to make sure you don't get cold. However, if you have any young children or elderly people in your home, don't turn the boiler thermostat too high, as it can make radiators very hot to the touch, which could cause injuries.

4. Programmer or time control – Once you have set it based on your regular daily routine it will automatically switch your heating off when you're not at home, or when you can do without the heating being on. Programmers allow you to set 'on' and 'off' time periods. Most models will let you set the central heating and domestic hot water to go on and off at different times. There might also be manual overrides.

5. Setting your time control – You should set the central heating programmer to come on around half an hour before you get up, and go off around half an hour before you go to bed. And if the house is empty during the day, or you can manage without heating during the day, make sure you've set the programmer to go off for this period too. Check that the clock on the programmer is correct before you set your times. You may also need to adjust it when the clocks change.



Asbestos

Pineview recently reviewed our Asbestos Management Policy which was agreed by our Management Committee on 30th January 2018.

Pineview Housing Association wish to ensure that all our tenants are safe and are not exposed to any unnecessary risks in our properties. The aim of the Policy is to ensure that we comply with the Government and how any Asbestos risk is managed correctly.

Within our properties there is a low risk of Asbestos. It is not always easy to spot materials that could contain asbestos on their appearance alone, especially if they have been decorated in some way.

Asbestos substances can be found in the following areas within the home:

- Textured coating e.g. Artex type decorative coatings (prior to 1990)
- Fire stop panels (inside heater cupboards, drying cupboards and around boilers)
- Floor tiles and the adhesive bonding the tiles to floors
- WC cistern and seats
- Water storage tanks
- Flue pipes
- Electrical mains distribution cupboards (fuse box)
- Gasket and rope seals to gas

If you require further advise please do not hesitate to contact our Office.

Right to Repair Scheme

Some repairs fall under the category of the Right to Repair Housing (Scotland) Act 2001. These repairs can be from windows and external doors which are not secure, WC pans that are not flushing (and you only have one toilet in the property) blocked drains, sinks or baths etc. Providing the tenant gives access for these repairs these repairs should be made safe or completed within set timescales from when first reported. If the repair is not made safe or completed within these timescales the tenant can use another contractor from the Association's approved list of contractors and you will also be entitled to compensation of £15.00 and up to a maximum compensation amount of £100.00. When you report a repair the person who is dealing with you will inform you if the repair in question is a qualifying Right to Repair. If you would like further information on the Right to Repair Scheme please contact a member of our housing services team at the office.

Rechargeable Repairs

The following information is to remind tenants that if a repair or any item associated with your property requires to be replaced and it is classed as tenant damage or misuse of the property, you may be recharged for all labour and material costs used to complete this repair. The items listed below are some examples of what you could be recharged for.

- Lost keys or broken keys, including use of call out service to gain access to property.
- Blocked sinks, toilets, baths & main drainage lines where the problem has been caused by the tenant
- Broken windows
- Tenants own appliances or electrical fittings/lights etc causing damage. You should always check each appliance prior to reporting this type of repair as often the cause is not related the electric works.
- Water damage to property from baths, showers etc
- Damage to structure of property (inside or outside), fencing, brickwork etc

If you call out the emergency on call team and it is not a genuine emergency you may be recharged for the call out. If the repair can wait until the office re-opens then you must report when the office reopens and we will arrange for the appropriate contractor to attend to the repair.

If you would like more detail on this please feel free to contact a member of the Association's housing services team who will be happy to answer any questions you may have.

Fly Tipping

Fly-tipping is against the law. Never be tempted to dump large items in an inappropriate manner. You will risk being prosecuted and having action taken against you for breach of tenancy conditions.

Fly tipping is the dumping of waste or refuse illegally instead of using the proper methods available for disposal of unwanted items. It is illegal to dump anything on any common ground, pavements, roads or around privately operated skips.

The illegal disposal of bulk/waste is anti-social and can adversely affect the community and the pride we should take in our environment. Fly-tipping poses a threat to humans and animals, damages our environment, and spoils our enjoyment of living in a nice, well looked after community.

Glasgow City Council offer a free uplift service so there is no reason for anyone to be fly-tipping. If you have any unwanted items that need to be disposed of, please contact 0141 287 9700 and arrange for it to be uplifted and also let us know that you have taken this action.

If you witness anyone responsible for fly-tipping you can report them direct to Glasgow City Council on 0141 287 9700 or you can let your Housing Services Officer know by contacting Janie Preston or Murray Landale on 0141 944 3891.





3D DRUMCHAPEL PRESENTS

BABY BASICS & TODDLER TOGS POP UP FRIDAY

@ THRIVING PLACES

FREE clothing & footwear for 0-5 years!



Browse our selection and take whatever you like! Requests can also be made for any clothing or equipment items not in stock

EVERY FRIDAY

POP IN ANY TIME 10.30AM - 2PM

FOR MORE INFORMATION CALL 0141 944 5740

THRIVING PLACES COMMUNITY SHOP, DUNKENNY SQUARE

DRUMCHAPEL SHOPPING CENTRE, G15 8NB

Making a difference in the lives of children and families in Drumchapel, Knightswood & Yoker by providing support, strengthening relationships and empowering families to make positive change

3D Drumchapel is a company limited by Guarantee
Scottish Company Registration No.236098
Scottish Charity Registration No.SC025820

Avoiding trips and falls

Looking after your health can help to reduce your risk of falling and can mean that you don't injure yourself as badly if you do have a fall.

• **Looking after your eyes** - Your eyesight helps you to move around safely and stay steady on your feet. You may have worn glasses for years, but that doesn't mean the lenses in your glasses are right for you now. Make the most of your free eye test every year and remember to tell your optician if you've had a fall. If you notice any changes in your vision, don't wait for your next eye test – go and see your optician as soon as you can. Some glasses, for example, bifocals or varifocals can increase the risk of falling. As we get older we tend to look down more and, if we look through the reading part of the lens, we might not see the ground clearly. This is especially a problem when walking outdoors, down stairs or on uneven pavements or kerbs. There are different types of glasses that may be more suitable for you.

• **Looking after your feet** - It is important to take care of your feet, whatever your age. Problems like calluses, long toe nails, poor circulation or loss of feeling can make you unsteady on your feet, as well as causing pain and discomfort. If you have painful feet, you may not feel like walking about as much. Being less active causes your muscles to weaken and this increases your chances of tripping or falling. Don't ignore the pain. If you are worried about your feet, contact your local NHS podiatry (foot health) department or your GP for advice. Wearing shoes that fit you properly will help you to move around more safely and comfortably. Shoes and slippers should be comfortable and ideally have a fastening. Walking around the house in just socks or bare feet can increase the chance of slipping and falling. It is a good idea to wear shoes in the house during the day because they give your feet more support than slippers. If you wear insoles or splints and have not had these checked in a while, speak to your GP or the hospital department where you got them from to check that they are still right for you.

• **Managing your medication** - It is important to take medicines at the right time of day and in the dose shown in the prescription. However, certain medicines can make you feel faint, dizzy or drowsy. Let your GP or pharmacist know if you ever feel like this – they may want to change the dose you are taking or try a different medicine for you. Check the instructions, even if you have been taking the medication for some time. Sometimes you may need to take medication with water, food or on an empty stomach so that it works properly. You should also ask your pharmacist for advice about whether you can drink alcohol with your medication – it can cause problems with some medicines. Before taking any 'over the counter' medicines or supplements that you can buy without a prescription, it is important to check with your pharmacist, as these can also have an effect on other medication you are taking.

• **Healthy bones** - Keeping your bones healthy is important, regardless of your age. If your bones are strong, there is less chance of you breaking a bone if you fall. As we get older, our bones become thinner. There are a number of things you can do to make your bones stronger. Doing weight-bearing exercises (such as walking), eating a well-balanced diet rich in calcium, limiting how much alcohol you drink and stopping smoking can all help to look after your bones. Good sources of calcium include:

- milk, cheese and other dairy foods
- green leafy vegetables, such as broccoli, cabbage and okra (but not spinach)
- soya beans and tofu, or soya drinks with added calcium
- nuts
- bread and anything made with fortified flour
- fish where you eat the bones, such as sardines and pilchards.

As well as calcium, we need vitamin D for healthy bones. We get most of our vitamin D from sunlight. If you can't get out and about easily, you might be given supplements. Speak to your GP to check that you are getting enough vitamin D. Just keeping active reduces the risk of breaking bones for older people. This is probably because it improves muscle strength, balance and coordination – and this reduces the risk of falls. Swimming is good for general health, but weight-bearing and strengthening exercises are better for bones.

• **Osteoporosis** - Osteoporosis is a condition that affects bones. Having osteoporosis means that your bones are more porous than healthy bones and this makes them more fragile. 1 in 2 women and 1 in 5 men over the age of 50 will break a bone because of low bone strength, mainly caused by osteoporosis. Younger people can also be affected by this disease. Having osteoporosis does not automatically mean that your bones will break, but it does mean that you have a higher chance of breaking a bone if you have a bump or fall. Broken bones caused by a fall are called 'fragility fractures'. Some medicines can reduce your risk of breaking more bones. If you have been prescribed medication for osteoporosis by your GP, it is important that you keep taking your prescription until you are told to stop.

Along with the above it is important to keep active NHS Glasgow offer a range of classes as do Glasgow city Council in locations such as the Donald Dewar centre.



As a parent you may have had your fair share of G.P, dental, hospital or CAMHS visits with your child. Children's Health Scotland work for children and young people to get the best standard of health care, especially when they are ill. They are Scotland's only charity dedicated to informing, promoting and campaigning on behalf of the health needs of all children and young people.

Statistically, before the age of seven 50% of all children in the UK will have a hospital admission. Most will be treated, recover and go home. For some, the illness may be more complicated and become a long-term condition. This may result in a lot of visits to, or stays in hospital as they grow up. Whatever the reason for using health services it can be a stressful and worrying time.

Children's Health Scotland help children, young people and their families at such times by:

- Listening to you; providing support and advice when you need it;
- Finding the right service for you;
- Providing information about your healthcare rights and responsibilities;
- Helping your children and young people cope with illness or a long term condition.

They also help children and young people learn about their healthcare rights to help with decisions about their treatment and care. All Children and Young People are protected by the EACH (European Association for Children in Hospital) Charter. This sets out ten articles that describe how children and young people can expect to be treated in hospital, and what their rights are.

Find out more about health rights, the EACH charter, support and information resources by visiting their website <https://www.childrenshealthscotland.org>. You can also call them on 0131 553 6553 or email enquiries@childrenshealthscotland.org.

Gardening Season will soon be upon us

It won't be long now until the gardening season starts. Pineview Housing Association would like to remind all tenants of their obligation to ensure that the garden is cut and well maintained throughout the cutting season. Your garden will be inspected regularly and if your garden is kept well, it could be recommended for a prize as part of our annual garden competition. Further details of this will follow in our next newsletter.

If you fail to keep it cut/tidy then you are in breach of your tenancy agreement. Action will be taken against anyone who fails to keep their garden maintained.

Thank you all for your continued co-operation with this matter, all of which helps contribute to a nicer environment in which to live.



Our Mission:

"Pineview Housing Association aims to provide quality affordable homes, and deliver excellent service through listening and engaging with our customers".

Our Values & Behaviours:

In everything we do, we will be:

- **Honest and transparent**
- **Fair and adaptable**
- **Polite and approachable**
- **Positive and kind**
- **Knowledgeable and listening**

The Association is committed to the above mission, values and behaviours. 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.