

## In this issue:

Getting involved with the Association  
Page 2-3

Freedom of information  
Page 4

Rent and Services  
Page 6

Maintenance News and Updates  
Pages 10-11

Fly Tipping, Bulk and Waste  
Page 12-13

Garden Season  
Page 14

CAB and Universal Credit Help  
Pages 15

AGM  
Page 16-17

Summer Trip  
Page 18-19

Competition Time  
Page 20

## Office 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.

## Annual Garden Competition - 2019

Pineview appreciates the efforts our tenants take to keep their gardens beautiful. We have been out and about during August taking photos of your gorgeous gardens and floral displays to enter into our annual garden competition.

The categories for prizes are:

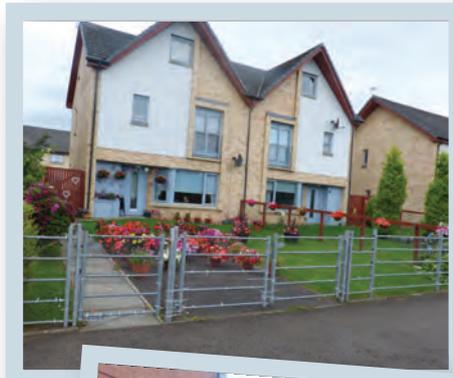
- Green Green Grass of home –**
- General lovely colourful gardens**
- Lovely Lawns and Landscapes –**
- Well maintained lawns/landscaped gardens**
- Pot luck – Window boxes or plants in pots**

The competition was judged at our September Customer Forum meeting by members of this group and winners chosen are:

- Green Green Grass of Home –**
- Mrs Yvonne Harvey Waverley Phase 1**
- Lovely Lawns and Landscapes –**
- Mrs Bernadette McAllister Broadholm Phase 1**
- Pot Luck – Ms Jacqueline Kelly**
- Waverley Phase 6**

Congratulations to our winners who have won £25.00 love to shop vouchers.

Thank you to everyone who takes the time to keep their gardens well maintained and looking lovely, your hard work is much appreciated.



## 2019/20 Public Holidays & Office Closure Dates

Our office will be closed on the following days:

Friday 27/09/19 to Monday 30/09/19 (Re-open Tuesday 01/10/19 at 09.00am)

Please note the office is closed on the last Tuesday of every month from 9am until 12pm for staff meetings.

For all non-heating emergency repairs, contact **City Building** on 0800 595 595

For a heating or hot water emergency repair, contact the relevant contractor:

- Tenants of the following properties: Summerhill Road, Grogarry Road, 1-7 Backmuir Road and even numbers 16-38 Springside Place, contact **Gas Sure** on 01294 468 113
- All other Tenants should contact **City Building** on 0800 595 595

## How to Get 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
- Joining the Resident and Customer Forum
- Adding your details to our Consultation Register
- Contacting us at the office when you want to know more

We are always looking for ways to have more residents and customers involvement. If you have any suggestions for getting involved or for improving our services please contact Isobel at our office to let us know. We need your input to help us make sure our services meet the needs of our residents and customers. We can't always do everything that everyone wants but we need to know what you want so we can try to meet your expectations or at least be able to explain to you why we cannot.

You can contact the Association or keep updated with our news in a number of ways:

- **Telephone: 0141 944 3891**
- **E-mail: [mail@pineview.org.uk](mailto:mail@pineview.org.uk)**
- **Website: [www.pineview.org.uk](http://www.pineview.org.uk)**

or by

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

### Our Mission:

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

### Our Values:

**Pineview Core Values, Objective and Behaviours are agreed as being intrinsic to everything we do. We will be:**

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

### Our 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, advice and support, housing options service and any other initiatives which the Association can reasonably enter into.
3. To provide efficient, responsive and cost effective housing services for customers.
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 and appropriate 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.

### Our Behaviours:

1. Communicating in an honest, open and transparent way - Imparts accurate information (both verbal and written) and is receptive to other peoples' opinions. Shares information with colleagues, tenants and stakeholders.
2. Embracing Change - Being open to and engaging with new ideas and ways of working. Responding positively and creatively to changing demands.
3. Building great relationships - Working co-operatively with colleagues, tenants and the communities that we serve.
4. Acting with courtesy and consideration - Promotes equality and a culture of inclusiveness. Does not discriminate against others.
5. Valuing Everyone's Contribution - Building collaborative teams that focus on collective aims. Developing individual capability through effective learning and development.
6. Delivering excellent service - Delivering excellent service consistently and taking personal responsibility for getting things done.
7. Engaging with customers - Willing and able to understand and meet the needs of all our customers and stakeholders and provide the best quality service to them.

**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.**

## Resident and Customer Forum

The Association has an active Resident and Customer Forum and we would like to remind you that you would be more than welcome if you wish to get involved.

The Forum is different from the Management Committee in its purpose and what it does. The Management Committee is the governing body of the Association and sets the strategy and policy for the work of the Association and employs staff to achieve these.

The forum play an essential role in the work of the Association and in ensuring that tenants' and customers' interests are kept at the heart of what we do. The Association is very grateful for the work they undertake and we would like to thank them for everything they do. They are a great group of local people who would welcome anyone wanting to get involved.

The Forum does not get directly involved in this work but looks instead at specific areas of work to see if there are ways to improve service provision for residents. Any suggestions it has are then notified to the Management Committee to consider. The Forum, therefore, is a very important part of the Association.

**All meetings are held on the first Wednesday of each month (excluding July and January) and start at 6.00pm in Pineview's Offices at 5 Rozelle Avenue.**

If you are interested in getting involved please do not hesitate to contact Karen at our office for more details.

Also, if you have any suggestions for other ways in which you would like to become involved or any topics / service areas you would like the Forum to look at please let us know.

## Business Plan

The Association's business plan has been updated (Aug 2019) and is available on our website. The business plan is a "live" document and is the focus of the Association's work. Various elements of performance against the business plan is reported to and considered by the Management Committee each month. There are a number of key timing elements when the Management Committee consider specific aspects of the business plan, which are detailed within the reporting calendar of the business plan.

If you would like to know more about our business plan and/or our planning and reporting systems, please contact Joyce at our office.

## Value for Money Statement

The Association is starting work on defining a value for money statement which will be applicable to all the work we do. This will provide a description of how value for money is assessed by the Association. We would like the input of our tenants and service users in agreeing the definition or statement. We will be engaging with the Resident and Customer Forum on this but would also welcome individual contributions.

If you would be interested in helping us to develop this please contact Isobel or Joyce at our office.

## Our Website Portal

Our website has the facility to allow you to connect to your rent or factoring account where you can monitor your account charges/payments and property repairs. This facility is called "Resident Login" and can be found at [www.pineview.org.uk](http://www.pineview.org.uk)

Through the resident login you can:

- View your account
- Print statements
- See repairs reported for your property

You can request to register for the Resident Login online if you have an email address by clicking on the Resident Login Box at [www.pineview.org.uk](http://www.pineview.org.uk). If you don't have an email maybe now is a good time to set one up. It's easy and

free to set up a new email address. The best way to do this is to set up something called a webmail account. This is a type of email account that you can access from any computer by logging into your account securely. Typical webmail services include Google's Gmail (gmail.com) and Microsoft's Outlook.com (outlook.com). They're both reliable, free choices

When you register on our website you will receive an email to verify your email address. It is important that you click the link in this email, as we will be unable to set your account up if you do not verify your email address.

## Freedom of Information: Our three duties

Freedom of Information (FOI) laws will give you the right to receive information about the housing services we deliver to you as your landlord and will apply to us from 11 November 2019.

FOI has three duties with which we must comply:

1. [The duty to publish.](#)
2. [The duty to provide advice and assistance.](#)
3. [The duty to respond to FOI requests.](#)

### The duty to publish

FOI requires us to produce a publication scheme, which will set out the information we routinely publish and how it is published. It will also inform you if there is a charge for accessing the published information.

Most information in the publication scheme will be available on our website or the Scottish Housing Regulator's website. We will regularly review the publication scheme to ensure it – and the information contained within it – is up-to-date.

Before making an FOI request to us, please check the publication scheme to see if the information that you are looking for is already available to you.

The publication scheme will be available on our website from 11 November 2019.

### The duty to provide advice and assistance

We have a duty to provide reasonable advice and assistance to persons who have made or are looking to make an FOI request to us.

We will try our best to ensure that you are able to access the information you are looking for, where possible.

As part of this, we will guide you on how to make a request to us, describe the process involved and stay in touch with you so that you know how we are getting on with your request. We will also provide you with the information you are looking for in an alternative format, if we are required to do so.

### The duty to respond to FOI requests

In the last newsletter, we included an article on how to make an FOI request to us. FOI requires us to respond to such requests, even if we do not hold the information you are looking for.

You may make an FOI request to any member of staff. Staff will forward your request to our Data Protection Officer, who will log and acknowledge it and manage the process of responding to it.

While we will try our best to give you the information you are looking for (if we have it), we may sometimes need to withhold some information from you because an exemption applies e.g. if the information is confidential or commercially sensitive. We may also charge a fee for access to information, depending on how much time it takes to deal with your request.

## Common Allocation Policy Review

An allocation policy is a core document that sets out all aspects of a registered social landlord's (RSL) approach to allocating properties.

Local RSLs in Drumchapel wished to make it as straight forward as possible for applicants and we therefore introduced a Common Allocation Policy in 2017 for applicants seeking social rented housing in the Drumchapel area i.e. applicants will be pointed and prioritised in exactly the same way.

The participating RSLs are:

- [Pineview Housing Association](#)
- [Cernach Housing Association](#)
- [Kendoon Housing Association](#)
- [Kingsridge Cleddans Housing Association](#)

For several months we have been working with our other partners to review and update the Common Allocation Policy in order to take into account recent legislative changes.

We are at an important stage now in the policy review process which is taking into account the views of our customers and we therefore anticipate carrying out a consultation exercise in the next couple of months.

We would hope that you will take part in this consultation as your views are of paramount importance to us. Further information on ways to do this will be issued to you in due course.

Contact Janie Preston or Murray Landale on 0141 944 3891 if you wish further information.



## Scottish Housing Regulator Report on People's Experiences of Homelessness Services

A new report from the SHR gives an insight into people's experiences of using homelessness services. The research looks at what makes the biggest positive difference for people's experiences. Common themes are suitable and safe accommodation, access to dedicated staff and support, and minimising the number of moves. The research also explores the biggest challenges for people using homelessness services. These include the length of wait for settled accommodation, financial difficulties, equality and fair treatment and safety and condition of temporary accommodation.

This is the second of four themed reports from the National Panel. The first looked at tenant participation and digital access. The Regulator will publish further reports in August looking at rent affordability and Gypsy/Traveller sites.

The Panel has around 425 members. It is open to anyone who is a social housing tenant or uses social landlords' services. Membership is diverse and includes people from urban and rural areas, across age bands, local authority and RSL tenants. Anyone interested in joining the Panel should contact [Engage Scotland](mailto:Engage Scotland) on 0800 433 7212 or [natpan@engagescotland.co.uk](mailto:natpan@engagescotland.co.uk).

A copy of the report is available on the SHR website:  
[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

## Welfare Benefit Service

In partnership with Citizens Advice Bureau, we can offer you an appointment for assistance with any housing benefit or welfare related issues.

You can also have a benefit check carried out to ensure you are receiving the benefits you are entitled to.

Many tenants are being moved over to Universal Credit which involves a new claims process. If you would like advice or assistance with your claim our Welfare Benefits Adviser can help with this.

If you would like to meet with the Welfare Benefit Officer 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 customers, with appointments available at our office every Friday morning between 9.30am and 11.30am.

This is an invaluable **free** service that could benefit you financially and maximise your household income. A significant number of our tenants have already successfully benefited from this service.

## Scottish Housing Regulator Landlord Report Published

Every year each Registered Social Landlord (RSL) in Scotland submits performance and contextual information to the Scottish Housing Regulator (SHR) to show how it is meeting the requirements of the Scottish Social Housing Charter. The SHR then reviews all this information and publishes a suite of performance information including a summary report on each landlord's Charter performance, an outline comparison tool, live data tables, and all the information landlords provided under the Charter return.

All this information is available on the SHR's website:  
<https://www.scottishhousingregulator.gov.uk/about-us/news/social-landlords-continue-to-show-strong-performance-against-the-scottish-social-housing-charter>

The main finding from the SHR is that Scottish social landlords continue to show strong performance across the majority of the Scottish Social Housing Charter standards and outcomes. It shows that overall, landlords continue to perform well in the service areas that matter most to tenants. Tenant satisfaction remains high, with nine out of ten social housing tenants satisfied with their landlord's overall service. A copy of the Pineview SHR Landlord Report is enclosed with this newsletter. This report shows that Pineview continues to perform better than the Scottish average. The Association will produce its own annual report showing performance benchmarked against other landlords and previous years and distribute this by 31 October 2019. In the meantime, if you would like any further information please contact Isobel at our office.

## Rents and Service Charges Re-Structuring - Update

We advised you last year that Pineview was thinking about changing our approach to rent setting. We would like to reassure you again that this process is not about increasing the Association's overall rental income i.e. any changes to the rent structure will not increase the amount of rent we charge overall, although individual tenants' rents may change.

We believe that the rent set for each of our homes is affordable but we wanted to be sure that our rent charges reflected tenant priorities and what property attributes you think are important.

We therefore appointed consultants North Star Consulting and Research to carry out a consultation exercise to find out your views.

In order to ensure a wide range of opportunities for tenants to be involved in the rent restructure exercise 3 main consultation options were offered:

- A postal questionnaire was sent to all Pineview tenants.
- A presentation and feedback / discussion session held with Pineview's Customer Forum.
- A drop in session for tenants to ask any questions.

### Consultation outcome:

96% agreed that rent should vary by size of property.

76% agreed that rent should vary by type of property.

Tenants were also asked their views on a rent system based on property size, type and attributes.

73% said it would be easier to understand.

87% said that it would be fair.

73% said it would be acceptable.

Pineview staff have been working on a new rent structure/model which takes into account these tenant priorities along with a number of other key principles including tenant affordability; sufficient income generated to ensure the continued viability of the Association; rents broadly consistent with other comparable local rents etc.

We would like to hear your views on our final proposals and take these into account before we introduce the new rent and service charges structure in 2020 / 2021.

We will therefore carry out another consultation exercise and hope that you will take part as your views are very important to us. Further information on ways to do this will be issued to you shortly.

Please contact Janie Preston or Murray Landale if you would like more information.

## Paying your Rent

Pineview Housing Association Ltd expects all our residents to pay their rent charge due and on time. Charges are due to be paid monthly, in advance on or before the last day of the previous month - for example, the rent for October 2019 is due to be paid on or before 30th September 2019.

Payment plans are flexible, and can be made weekly, fortnightly, 4 weekly or monthly. If you choose a payment frequency other than monthly, please ensure you agree this with your Housing Officer and make sure that your account does not fall into arrears because of your chosen frequency.

### Ways to Pay:

- **Direct Debit or Standing Order** -

Contact the office to set up a direct debit, or request a form to set up a standing order.



- **Post Office or Paypoint** - Payments

can be made using your Allpay Card at any Post Office or wherever there is a 'PayPoint' sign displayed, many of which can be found in the local area.



- **Online at [www.allpayments.net](http://www.allpayments.net)** - if you have an

Allpay Card you can pay online using a debit or credit card.

- **The Allpay App** - The Allpay App is

a mobile application available to download from the App Store and Google Play for your mobile device.



The allpay App is available free of charge and enables you to pay your rent or factoring charges easily, wherever you are, at the touch of a button.

- **Phone Allpay** - Call 0844 557 8321

(24 hrs a day, 7 days a week) quoting the reference number on your Allpay Card to make a payment with a debit or credit card.



- **At the office** - You can either phone

0141 944 3891 or visit the office to make a payment with a debit or credit card.



- **Cheque** - Cheques should be sent directly to the

Association, ensuring that your name and address are clearly written on the back for reference purposes.

# Care in Scotland

## National Confidential Forum



### What is it?

The National Confidential Forum (NCF) was established in 2014 to provide a space to acknowledge the accounts of Scotland's care experienced population, and to help shine a light on care in Scotland. For some, the experience of care was positive but for many, the experience was negative or abusive and may have had lifelong impacts. The NCF is tasked with capturing and communicating the experiences of people in institutional care in Scotland in order to acknowledge the past and influence future policy and practice.

### What will happen?

Your childhood experience of care in Scotland will be listened to and acknowledged. Your voice will contribute to a permanent national record of Scotland's care history - raising awareness and informing care in the future.

### Support

NCF are aware that taking part may be difficult for some. Their support staff will work with you every step of the way to make sure that your experience is as safe and comfortable as possible. Here are some things that their Participants have said about taking part in the Forum:

- Level of support was excellent
- Compassionate
- Gave me closure
- Non-judgemental
- Supported right through the process
- Empathic
- I felt unburdened
- I want to make sure no other child suffers
- Respectful

To help you decide if giving testimony to the Forum is for you, please call NCF on 0800 121 4773. Their support staff will talk to you about what is involved and how we make it as safe and comfortable as possible.

**Email:** [information@nationalconfidentialforum.org.uk](mailto:information@nationalconfidentialforum.org.uk)

**Telephone:** 0800 121 4773

**www.nationalconfidentialforum.org.uk**

**Facebook:**

[www.facebook.com/NCFscotland/](https://www.facebook.com/NCFscotland/) (@NCFscotland for short)

## Resident Satisfaction Survey 2019

Thank you to everyone who took the time to get involved in our resident satisfaction survey 2019 – it is very much appreciated.

It is very important to us that we know how our residents feel about our services, identify areas where we are getting it right and more importantly where there is dissatisfaction with Pineview and we need to improve.

Knowledge Partnership have completed the survey interview stage and will now begin the process of collating and analysing the results.

A comprehensive report will be produced which Pineview's Management Committee will consider and discuss the findings.

We will let you know the outcomes in a future newsletter.

## Discretionary Housing Payment

If you are receiving housing benefit or housing costs within universal credit but are still having difficulty meeting your rent payments, you may be able to get extra help from the Discretionary Housing Payment (DHP) Fund by calling 0141 287 5050.

Priority is given to applications:

- Where separated parents have a formal arrangement for shared care of a child, or children, and an additional bedroom is a requirement of the agreement.
- To help with ongoing rental costs for a disabled person in significantly adapted accommodation.
- To help with short term rental costs while the claimant seeks employment or secures alternative accommodation.
- To help with short-term rental costs where the claimant is at risk of losing their tenancy resulting from an unexpected financial crisis.

Also, if you are now on universal credit payments and were previously on housing benefit with discretionary payment top-up for bedroom tax, you must ensure that you still have this in place following the change-over to universal credit.

If you are unsure, please contact the housing benefit office on 0141 287 5050 or contact your Housing Officer (Janie Preston or Murray Landale on 0141 944 3891) for further assistance/advice on any benefit issues.

# 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 on last year's figures by the end of the financial year.

## Performance Summary 01 April 2019 - 30 June 2019

What we measure	2019/20 Target	Performance to 30th June 2019	Target Met	2018-19 Performance Year End	Performance Change from Previous Year End
<b>Getting Good Value from Rents and Service Charges</b>					
Total Arrears Non-Technical (Current and Former)	3.10%	<b>3.68%</b>	✗	3.49%	☹️
Void Rent Loss	0.05%	<b>0.00%</b>	✓	0.04%	😊
<b>Housing Quality and Maintenance</b>					
Emergency Repairs: Average Completion Time (hrs)	4hrs	<b>2hrs</b>	✓	1hr 72mins	☹️
Non-Emergency Repairs: Average completion time (days)	4	<b>3</b>	✓	3	😊
% of Reactive Repairs completed Right First Time	95.00%	<b>94.42%</b>	✗	96.13%	☹️
% of Repairs Appointments Kept	95.00%	<b>97.27%</b>	✓	96.13%	😊
Gas safety record within legal timescale (%)	100.00%	<b>100.00%</b>	✓	100.00%	😊
<b>Access to Housing and Support</b>					
Average Relet Time (Days)	3	<b>0</b>	✓	3	😊
Applications: Average number of days to process	5	<b>4</b>	✓	4	😊
<b>Neighbourhood and Community</b>					
Anti-social behaviour cases resolved within locally agreed targets	100.00%	<b>100.00%</b>	✓	100.00%	😊

We are increasing the number of repairs satisfaction surveys we carry out to identify areas where you think we can improve on and will work with our contractors to achieve improved performance regarding repairs completed right first time.

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

### Performance Key:

Target Met ✓

Target Not Met ✗

Performance Improving/Maximum 😊

No change in Performance 😐

Performance Declining ☹️

## Complaints and 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 to 31 July 2019 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints 01 April 2019 - 31 July 2019	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2018	0	0%	0	0%
Equalities Related Issues	0	0%	0	0%
Other Issues	11	100%	0	0%
<b>Total Number of Complaints</b>	<b>11</b>		<b>0</b>	

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

PHA Average time to resolve complaints:  
1st Stage: 3 days  
2nd Stage: N/A

Progress				
Ongoing	0	0%	0	0%
Responded to in Full	11	100%	0	0%
Responded within SPSO Timescales	11	100%	0	0%

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.

Outcomes:				
Upheld	4	36.36%	0	0%
Partial Upheld	2	18.18%	0	0%
Not Upheld	5	45.45%	0	0%

### Learning From Complaints

The summary below compares the number of complaints resolved within the reporting period, the number of complaints upheld and learning outcomes.

Complaint Category	Resolved	Upheld <sup>1</sup>	Learning From Complaints
Contractor	4	2	Contractor follow up liaison meeting /Follow repairs work
Repairs and Maintenance	3	2	Procedure Change/Staff Training /Contractor Follow Up
Staff	1	1	Staff Training
Housing Management	3	1	Staff Training
<b>Grand Total</b>	<b>11</b>	<b>6</b>	

<sup>1</sup>Relates to complaints upheld and partial upheld

### 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: 698

The tenant had complained about the standard of workmanship regarding fencing work carried out at their property and PHA delay in responding.

#### Investigation

The Housing Officer investigated the complaint and a joint visit between PHA Clerk of Works services and the contractor arranged. Additional and remedial works were carried out to the tenant's satisfaction.

#### Learning Outcome

The importance of timeous post inspections and customer satisfaction contacts / actions emphasised to staff.

### Customer 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	Date	Comment	Source
682	05/04/2019	Been very nice dealing with Pineview. No problems.	Tenant
690	26/04/2019	Happy over all with service. We are all happy.	Tenant
704	19/06/2019	Tenant called to thank Housing Officer for all their help in resolving issues with the garden fence.	Tenant
709	10/06/2019	Tenant thanked Housing Officer for coming out to see them to check they were ok following an incident at their home.	Tenant
722	11/07/2019	Staff member was brilliant giving advice and support regarding Universal Credit and rent payments	Tenant

## Maintenance News

### Gas Servicing to Boilers

The Association is required by law to carry out an annual gas 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.

Please ensure that you keep appointments made with our gas maintenance contractors, City Building (Glasgow) and GasSure. If you need to change your appointment, you can do so by contacting your designated contractor City Building (Glasgow) on 0800 595 595, GasSure on 0141 473 5158, or Pineview on 0141 944 3891.

Gas Sure: **Summerhill Road, Grogarry Road 1-7 Backmuir Road, and even numbers 16-38 Springside Place.**

City Building: **All other properties**



### Please Note

As long as you have some credit in both your gas and electric meter the engineer will be able to carry out your service. If the engineer calls at your property and you have no credit in either of your meters then 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 and CO Alarms (Carbon Monoxide) –

All smoke, CO alarms and heat detectors 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. All our properties are compliant with current legislation however, in order to provide improved fire safety in our properties we are currently in progress to install additional alarms and heat detectors to comply with new legislation coming into effect 2021. **Smoke alarms and 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 properties 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 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.



## 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. 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.

## Planned Maintenance Updates

### 2019 / 20 Cyclical and Planned Maintenance Programme

The Association has been progressing our 2019/20 cyclical and planned maintenance programmes of work. The following is the current position of all the contracts:

#### Cyclical Works:

Painterwork to Pinewood and Broadholm - The contractor, JS Harvie, has commenced Phase 1 of a 4 year programme. This work consists of external paintwork to buildings, fencing and other painted surfaces as well as painting of the internals of closes.

Annual Roof Anchor testing – next due to take place by May 2020.

Annual Gas servicing – all properties are serviced within required timescales.

Five year Electrical Inspections – all properties are tested within required timescales.

Annual Gutter cleaning – this is due to take place in October 2019.

#### Planned Works:

Kitchen replacements – Waverley Phase 4 – Surveys for new kitchens are now taking place.

Smoke alarms replacement – 272 properties have now had their smoke alarms updated to new specification.

If you would like any further information about these matters please contact the office.

## Reporting Bulk and/or Fly tipping

Fly tipping is the illegal dumping of waste/refuse or unwanted items. It can be dangerous to health, cause pollution, damage the environment and create fire risk.

We want to encourage our tenants to dispose of items in the proper manner and by doing so you will be contributing greatly to improving the general outlook of the environment in which you live.

Glasgow City Council offer a **free** uplift service which can be accessed by contacting 0141 287 9700. You will need to provide them with an itemised list of the items you need disposed of.

**If you witness anyone discarding of items in an irresponsible manner, you can report incidents to Glasgow City Council on 0141 287 9700 or let your Assistant Housing Officer know by contacting Blair Halliday or Linda Macmillan on 0141 944 3891.**

**Thank you all for your continued co-operation with this matter.**



## Dog Fouling – Anti Social Behaviour

One of the most common cause of complaints is dog fouling left lying on the street/pavements. It is unsightly and can spread disease.

We would encourage anyone with a dog to pick up and dispose of the foul in a proper manner. By doing this you will be contributing to a better environment and it will make an improvement to the area in which you live.

It should also be noted that by allowing your dog to foul without disposing of it is against the law - Dog Fouling (Scotland) Act 2003, and in breach of your tenancy conditions. This also applies to anyone visiting your property.

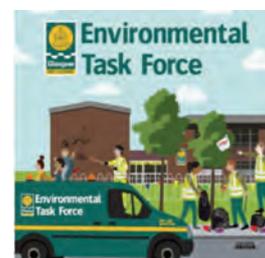
If you wish to discuss any issues regarding this matter please contact your Housing Officer (Janie Preston or Murray Landale) so we can work together and take positive action to stop this type of behaviour and improve the area.



## We All Have A Duty To Be Responsible Dog Owners

If you witness anyone failing to comply with these requirements, please contact your Housing Officer (Janie Preston or Murray Landale) for a confidential discussion so we can take positive action to stop this type of behaviour. Alternatively, you can report incidents directly to:

Glasgow City Council's Environmental Task Force on 0141 287 9700, Twitter - @theenvtaskforce or Facebook – @Envtaskforce or log a report on the My Glasgow app.



# Disposing of your household rubbish correctly

## Blue bins for recycling

The blue bin recycling service is for the collection of paper, card, plastic bottles and food and drink cans.

Your blue bin is collected every two weeks.

Houses with blues bin receive a calendar to highlight when they should present their bin on the kerb side for collection. Blue bins located at flats, tenements and multi-storey properties are collected from communal areas.

You can recycle the following items within your blue bin:

- Mixed papers - newspapers, magazines, journals, junk mail, brochures, catalogues, directories, yellow pages, envelopes
- Cardboard - cardboard boxes, card packaging
- Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles
- Food and drink cans - steel cans, aluminium cans, food tins, empty aerosol cans

## Purple recycling bins

The purple bin service is for the collection of glass bottles and jars and is currently only provided to houses that are part of the managed weekly collection service.

Public collection points for glass are provided within areas comprising flats, tenements and multi-storey properties.

## Green bins for general waste

The general waste service should be used to collect those items that cannot be collected by the other council recycling services.

Depending on the property type, the type of bin used for general waste will differ.

- Houses who present their bins to the kerbside will use a green 240 litre wheelie bins
- Flats/tenements use wheelie bins which require to be presented to the kerbside

In all instances bins should not be overfilled and you should be able to close the lid on the bin to prevent vermin i.e. foxes, rats, sea gulls from getting into the bins and scattering waste in the local area. Glasgow City Council can refuse to deal with refuse bins that are overflowing.

## Bulk

If you have bulk items to be collected then you should phone Glasgow City Council bulk uplift service on 0141 287 9700. Alternatively you can download the My Glasgow app to your smart phone or tablet and report bulk through this.

Bulk items should not be left in any public area under any circumstances, as this constitutes fly tipping and you may be fined by Glasgow City Council for this. We strongly urge those who witness any fly tipping in the area to report it to the Council or Pineview office so we can take appropriate action.

## Gardening Season

The gardening season is well underway and Pineview would like to remind all residents of their obligation to ensure that your garden is cut and well maintained throughout the cutting season.

Your garden will be inspected each week as part of our estate management audit. If you fail to keep your garden cut/tidy then you are in breach of your tenancy agreement.

The consequences of not adhering to the obligations of your tenancy agreement can include the following actions being taken:

- Issue warning letters that will give you the opportunity to address the matter.
- Issue a legal Notice of Proceedings (if necessary)
- Issue an instruction to have it cut by our Estate Caretakers as part of enforcement action and the cost of this will be charged to you.

**Pineview Housing Association do not provide an individual service.**

**If you are struggling to maintain your garden due to health conditions or infirmity then you may be entitled to an Assisted Garden Maintenance Service from Glasgow City Council. They can be contacted on 0141 287 5064.**

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

## Free 'Help To Claim' Universal Credit Service Citizens Advice Bureau

The new free Citizens Advice service has been running since the beginning of April.



The Citizens Advice Help To Claim service assists people either in person at a Citizens



Advice office, over the phone and also webchat. They can help with simple quick questions as you complete your claim online, provide internet access in their local bureau offices or signpost to other services that provide access such as local libraries and Jobcentre offices.

More practical support like setting up an email account, accessing a bank account and working through the claim 'to-do' lists is also available. Help and support can be accessed right through until the first Universal Credit payment; advice on available financial support and preparing for the appointment with a work coach at the local Jobcentre. Lastly the documentary evidence needed to complete a claim can be checked.

You can access help via the helpline number: 0800-0232-581 or the web chat accessed from the Citizens Advice Scotland website; <https://www.citizensadvice.org.uk/scotland> Monday to Friday 8am-6pm. All channels are free, independent, confidential and impartial.

## HEALTH DEFENCE SCOTLAND

Pop in to the Drumchapel Hub for **free health checks**, advice and support. It's never too late to improve your health. **And we'll be there every step of the way.**



Diet



Weight



Physical Activity



Blood pressure



Wellbeing

✉ [healthdefence@chss.org.uk](mailto:healthdefence@chss.org.uk) ☎ 07787715430

[www.chss.org.uk/healthdefence](http://www.chss.org.uk/healthdefence)

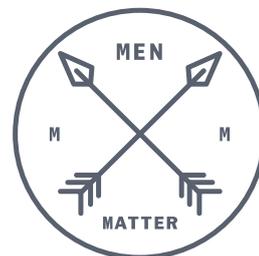
Chest Heart & Stroke Scotland  
Drumchapel Community Hub  
16 Dunkenny Square, Glasgow G15 8NB

Registered with and regulated by the Office of the Scottish Charity Regulator (no SC018761)

Chest  
Heart &  
Stroke  
Scotland



NO LIFE HALF LIVED



SCOTLAND

## MEN

Feeling low?  
Feeling Depressed?  
Feeling Anxious?  
Always stuck in the house?  
Need to talk?

**Join us!!!**

Guys with life experiences  
supporting each other

We meet every Sunday at 3pm in the  
Chest Heart & Stroke shop  
Drumchapel Shopping Centre  
(16 Dunkenny Square)



[twitter.com/MenScotland](https://twitter.com/MenScotland)



[facebook.com/MenMatterScotland](https://facebook.com/MenMatterScotland)

## Shared Lives & Short Breaks

Shared Lives and Short Breaks is a wonderful service offering support and home to adults aged 16 and above with a range of disabilities, conditions or other support needs. It is often likened to fostering services, but for adults. Shared Lives enables people requiring support to live in their community without having to live alone.

Currently, Shared Lives & Short Breaks are looking to raise awareness of their service and also recruit new Shared Lives carers, who live in Glasgow and have a spare room together with the time and a passion to make a difference.

Their carers support the individuals in carer's own home, which in many cases, leads to that individual naturally becoming a long-term part of a supportive family. Carers are provided with training, support and receive a generous allowance together with help with their household costs.

If you would like know more or get involved please contact Shared Lives and Short Breaks by phone 0141 378 0710 by email [sharedlives@cornerstone.org.uk](mailto:sharedlives@cornerstone.org.uk) or visit their website [www.cornerstone.org.uk](http://www.cornerstone.org.uk)



## Annual General Meeting (AGM)

Thank you to all our members who came along to the Annual General Meeting (AGM) on 02 July 2019. This year we had to change the venue for our meeting due to the community centre not being available. We would like to thank Drumchapel St Mark's for hosting our event and providing catering on the night. Drumchapel St Mark's was a popular and accessible venue for our members, with a fantastic 29 members attending.

Thank you to our Customer and Resident Forum who assisted with the planning of the night including the format of the member's draw and the fun activity ... yes it was eyes down for the ever popular bingo.

All members who attended the AGM received a raffle ticket and 22 members won one of these prizes in the draw:

- **£25 Love to Shop Voucher x4**
- **£10 Love to Shop Voucher x10**
- **Bottles and other gifts donated by our Residents, Staff and Contractors including: DG Joiners, W Mc Heating & Plumbing, Mitchells Drainage**

Members also won some fabulous bingo prizes including a B-B-Q, Picnic Set and Family Inflatable Pool!

A Gifts and Hospitality report was presented to our Management Committee in August 2019 detailing the donations received and prizes given out at the AGM in line with our policy.



## Management Committee Update

As the number of members standing for election at the AGM was less than the number of vacant places, the Chairperson declared them elected without a vote in accordance with Rule 40.1. The committee members for 2019/20 following the AGM are:

Name	Position (last elected)	Category	Current Date of Joining
Victoria Phelps	Chairperson (04/07/17)	Other	13/06/2017
Josephine McGinty	Vice - Chairperson (03/07/18)	Tenant	01/04/1992
Jim O'Connor	Treasurer (02/07/19)	Other	26/04/2016
Jean Black	Elected Member (02/07/19)	Tenant	01/04/1992
Matthew Dillon	Elected Member (02/07/19)	Other	30/04/2019
Myra Frater	Elected Member (03/07/18)	Tenant	08/07/2004
Sharon Kane	Elected Member (03/07/18)	Other	26/07/2016
Daniel Martyn	Elected Member (02/07/19)	Other	28/05/2019
David Syme	Elected Member (02/07/19)	Other	26/02/2019
Anna Welsh	Elected Member (03/07/18)	Tenant	29/08/2013
Winifred McPhail	Elected Member (04/07/17)	Tenant	01/07/2006
Jamie Speirs	Elected Member (02/07/19)	Other	26/02/2019

**We are keen to have tenants involved in the running of the Association, so if you feel you would be interested in joining the committee, please contact Joyce to discuss in more detail.**

## Pineview's Annual trip Heads of Ayr Farm

As this is my first year with Pineview Housing Association I thought it would be a good idea to volunteer for the annual trip with the tenants. This year the trip was to Heads of Ayr Farm. Sun cream and sunglasses at the ready, quickly changed to heavy rain jacket and wellies as we had been advised that the forecast was heavy rain and high winds when we set out on the morning of 9 August.

On the way down the motorway, the bus was blasted with rain from all sides and the driver had advised that she would need to drive a bit slower because of the high winds. However, on arriving at the park the rain clouds disappeared and for the next 5 hours we had lovely blue skies and lots of warm sunshine.

There were over 60 tenants, children and grandchildren and lots to do and see at the park. This included feeding the animals which the children really enjoyed, playing in the park, slides and trampolines as well as cafes and a shop (which perhaps the kids liked better than the adults). There were camels, deer, meerkats, monkeys, horses, pigs and much more to see and do at the farm.

Everyone had a great day out and the rain didn't start again until about 10 minutes before we were due to leave which was ideal. I would thoroughly recommend the park if you have not been before and I am looking forward to next year's trip, wherever it may be.

Some of the comments from the tenants are shown here.

Thanks for your company.

**Cathy McAnerney**  
Housing Assistant



"Brilliant day out, kids loved it, weather was great, thank you Pineview Housing for another excellent annual trip."

"Great family day out kids loved it"



"Great day out, gran kids loved it, the weather was good until the journey home. Thanks Pineview for a fabulous day out."



# Competition Time

Congratulations to our Summer 2019 newsletter competition winner **Ruth Sheeran** who won £25.00 worth of love to shop vouchers. Well done Ruth!

For your chance to win £25.00 worth of love to shop vouchers please answer the 3 questions below (answers can be found throughout newsletter)

Q1. **Where was the annual summer trip this year?**

Answer: \_\_\_\_\_

Q2. **What are the association's office opening hours?**

Answer: \_\_\_\_\_

Q3. **Who would you call if you had an emergency repair if the office was closed?**

Answer: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact Telephone Number: \_\_\_\_\_



## Just for Fun

Can you find the words in the grid below?

Runway, Tower, Taxiway, Planes, Departures, Arrives, Terminal, Checkin, Lounge.

P	J	L	L	G	J	H	D	O	V
H	F	O	C	Q	U	Q	E	W	T
G	P	U	H	T	T	P	P	Q	T
T	L	N	E	T	O	Q	A	L	E
A	A	G	C	R	W	A	R	J	R
X	N	E	K	F	E	W	T	D	M
I	E	U	I	C	R	Q	U	J	I
W	S	M	N	C	P	V	R	K	N
A	R	U	N	W	A	Y	E	E	A
Y	A	R	R	I	V	E	S	Q	L