

Pineview's Annual Summer Outing 2024

Our Summer outing to Heads of Ayr Farm Park on 2nd August 2024 was once again a great success. Residents and their families filled three coaches for a fantastic day at the farm park. Feedback from all who attended was very positive; many residents told us how much they and their families had enjoyed the day and thanked Pineview for making it possible!



M Frew – Resident
Great day, thank you Pineview.
Kids had a blast and loved the animals. Food vouchers were a great help.

J Scott – Resident
Had a great day and lots for the kids to do. A great way to get the community together.

M Izzett - Resident
Had a fantastic day as usual.
Thank you very much.

We always want to hear the views and suggestions from our customers.

If you have any ideas or suggestions for next year's summer trip we want to hear from you.

You can email mail@pineview.org.uk or contact us on 0141 944 3891.

Scheduled Office Closures: The staff team will be unavailable from

5.00pm on Thursday 26 September until 9:00am on Tuesday 1 October 2024.

Staff Training and Planning Day – The office will be closed all day on Wednesday 30 October 2024.

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

Pineview Staff Promotions Success

Pineview is delighted to announce the successful promotion of three of our housing services team. Following a staff change, Pineview considered its staff structure and Committee looked to plan for the future by creating trainee positions to allow members of our team to gain more experience in their career development. Following a recruitment process, we are delighted to announce that Caitlin Gillespie and Sinead Sharkey are taking up posts as trainee housing services officers, whilst Britney McVey is taking up a temporary promotion to backfill the assistant officer vacancy created. As part of their two-year traineeship, Caitlin and Sinead will be undertaking the housing diploma course at Stirling University. The Association are enormously proud of the achievements of our colleagues to secure these positions, and we are sure they will make the most of their opportunities for the benefit of our customers.



Caitlin

Britney

Sinead

Other Staff Changes

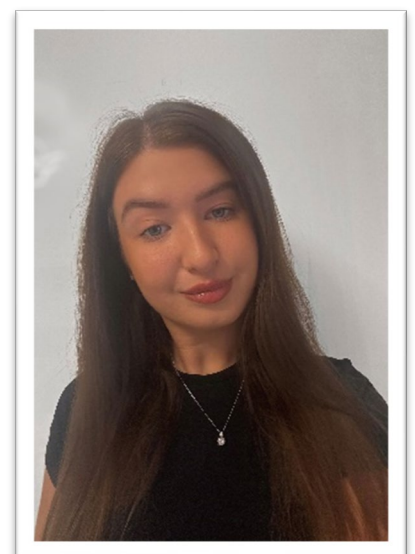


Aidan

We are also delighted to welcome Aidan O'Reilly and Abby Lennon to the Housing Services Team.

Aidan and Abby will commence their Temporary (two year) Housing Assistant posts on 01 October 2024 providing front line services to our tenants and customers.

Both Aidan and Abby have a wealth of experience in delivering excellent customer service. Look out for our Winter 2024 newsletter to hear how Aidan and Abby have settled into their new roles and their goals for the future.



Abby

Happy Retirement Josie!

A tremendous thank you goes out to Josie McGinty following her retirement from Pineview's Committee of Management in August 2024.

Josie contributed to the steering group who first met in the early 1990s to look at an alternative to the District Council's Community Renewal Strategy. From steering group, to committee member, to office bearer and Chair, there is not much that Josie hasn't done!

Josie's hard work, dedication and passion has greatly contributed to Pineview's development over the last 34 years.



“As a local resident, I am proud to have been able to contribute to the steering group, and thirty-four years later and I’m just as proud of my role in the committee.

Josie, signing off for now 😊

Annual General Meeting (AGM) Update

Our Annual General Meeting was held on Tuesday 23 July 2024 at Drumchapel St Marks Church. Thank you to all our members who came along in person or submitted a proxy for the meeting.

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 Agendas and Minutes of committee meetings are uploaded to our website - [Committee of Management information](#). If you would like to know more, consider getting involved, or give us some feedback about our committee meeting minutes please contact us and ask to speak with Joyce. Tel 0141 944 3891 or mail@pineview.org.uk

Committee of Management (August 2024)		
Name	Position (last elected)	Position Held Since
Daniel Martyn	Chairperson (23/07/24)	01/01/22
Richard Bolton	Vice Chairperson (23/07/24)	20/09/23
Linda Devlin	Vice Chairperson (20/07/23)	20/09/23
Morven Baigent	Elected Member (23/07/24)	
Jamie Graham	Elected Member (20/07/23)	
Frazer Lord	Elected Member (23/07/24)	
Helena McNulty	Elected Member (23/07/24)	
Laura Nahar	Elected Member (20/07/23)	
Aarti Passi	Elected Member (23/07/24)	
Lyndsey Robinson	Elected Member (23/07/24)	
Anna Welsh	Elected Member (07/07/22)	

Become a Member of the Association

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

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

Annual Assurance Statement

Pineview must submit an Annual Assurance Statement to the Scottish Housing Regulator (SHR) by 31st October each year.



This is to provide assurance that the Association complies with the Regulatory Framework and the Standards of Governance and Financial Management that applies to Registered Social Landlords.

The Management Committee need to provide this statement to the SHR every year and advise if they are assured that Pineview complies. If the committee are not assured, they need to declare this.

The committee consider the matter of compliance throughout the year and ensure that they have enough information to reach an objective and evidence-based judgment on whether Pineview complies or not. The culmination of this is the Annual Assurance Statement. The Statement should be completed and agreed by management committee, who should confirm that they have appropriate assurance that Pineview comply with:

- all relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework
- all relevant standards and outcomes in the Social Housing Charter
- all relevant legislative duties
- the Standards of Governance and Financial Management
- any specific assurance requirements SHR have asked landlords to cover in their Statement

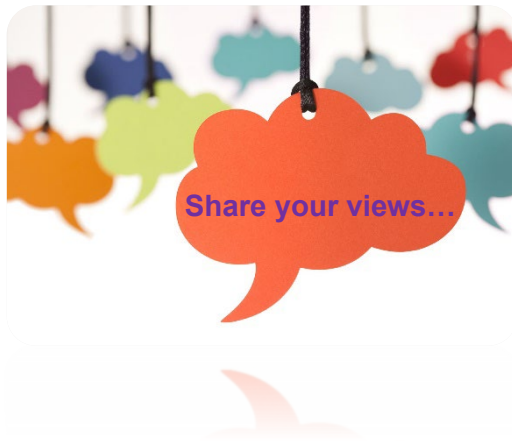
The committee considered a draft statement at their August 2024 committee meeting. They then asked the customer forum to consider this and give feedback. At their Sept 2024 meeting, the customer forum had a presentation on the annual assurance statement requirement, the process and the 2024 proposed outcome. The customer forum advised that they were satisfied with the position of Pineview for the proposed annual assurance statement submission to SHR. The statement will then be considered further at the September 2024 committee meeting and finalised for the Chair to sign for submission to the SHR.

Once submitted the annual assurance statement will be published on the Pineview website at the following location - <https://pineview.org.uk/shr-annual-assurance-statement/>

We have also published the presentation provided to the customer forum in case this is of interest to other customers. If you would like more detail on this and/or to discuss the statement, please contact us at the office and we will be pleased to arrange this.

The SHR publish all the annual assurance statements provided by regulated landlords and more information can be obtained from the SHR website - <https://www.housingregulator.gov.scot/landlord-performance/annual-assurance-statements/>

Customer Forum



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

We are looking to expand the number of members and can recommend this as an enjoyable rewarding experience to anyone who can give up a couple of hours per month. The next meeting will be held **6:00PM Thursday 10 October 2024 at our offices.** Please come along and join the fun! All are welcome!

Committee of Management Business Plan

Our business plan is made publicly available on our website for all our customers.

The update planner details when each section of the business plan is scheduled to be updated - [Business Plan](#).

If you would like more information on this, please contact us and ask to speak with Joyce. Tel 0141 944 3891 or mail@pineview.org.uk

Payment Methods

If you have a bank account you can set up a standing order or direct debit. Payments can be made weekly, fortnightly, 4 weekly or monthly. Contact the office to speak to a member of the team to set up a direct debit or standing order.

Payments can be made using your Allpay Card at any Post Office or wherever there is a 'PayPoint' sign displayed. Find your nearest [Allpay payment outlet](#).

You can also use your Allpay card to make payments online at [Allpay Internet Payments](#)

The Allpay App is a mobile application (App) available to download 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.

You can also phone the office if you have a debit card and make a payment over the phone.



Available on the iPhone
App Store



Available on the
Google play

Repairs and Maintenance Service Update

Bulk Uplift Service

Weekly Bulk Uplift Schedule:

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

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

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

How do I arrange an uplift with Pineview?

Bulk should be left out the night before or the morning of the scheduled uplift day for your area. Any bulk left out at times other than scheduled will result in estate management procedures being followed. All bulk must be placed at the front of your property – we will not collect from back gardens. We ask tenants to be mindful when using the bulk service and keep to items that genuinely qualify as bulk.

Bulk is:

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

Bulk is Not:

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

Planned and Cyclical Maintenance

Bathroom contract 2024/25: Works are now complete on the contract. Feedback from the customers has been very positive.

Kitchen and Boiler/Radiators Replacements 2024/2025: The Association has now appointed James Frew's as the contractor for the Kitchen, Boiler and Radiator replacement contract. Works have recently commenced and feedback received so far has been positive. The contract is expected to be completed by the end of November.

Ground Maintenance: The Association has recently appointed Linear Landscapes and works commenced September. The contractor will be onsite every 2 weeks.

Paint Works: The tender for these works has now been agreed. JS Harvie have been appointed as the contractor and are expected to be onsite week commencing 14 October 2024.

Gutter Cleaning: The Association has appointed Paterson's as contractor and works are expected to start October 2024.



New Bathroom Works

Gas Servicing to Boilers

We are required by law to carry out an annual safety check and service to all gas pipework, boilers and appliances installed within our properties. These checks are required to make sure your pipework, boiler and appliances are safe and the risk of any gas or carbon monoxide poisoning is minimised for your household.

We plan these checks on a 10 monthly cycle so that we can make sure the work is complete and you are safe before the anniversary date. The gas service visit should only take approximately 30-40 minutes to complete and can make sure your life is not put at risk. Our gas maintenance contractor, City Building (Glasgow), will notify each property at least 2 weeks in advance of the arranged service date. If you need to change this appointment, you can do so by contacting either City Building (Glasgow) on 0800 595 595, or Pineview on 0141 944 3891.

Right to Repair

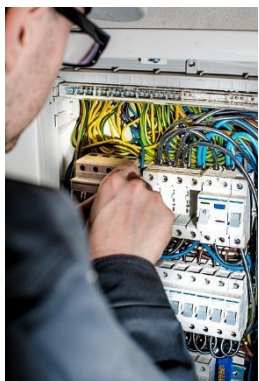
Some repairs fall under the category of the Right to Repair Housing (Scotland) Act 2001. These repairs can be from windows and external doors which are not secure, WC pans that are not flushing (and you only have one toilet in the property) blocked drains, sinks or baths etc.

Providing the tenant gives access for these repairs these repairs should be made safe or completed within 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 or see

<https://www.gov.scot/publications/right-repairs>



Electrical Testing

The Association carries out an Electrical Installation Condition inspection in all our tenants' homes every 5 years. The Association will let you know if your home is due an inspection. It is important that if your property is due to be inspected, that you allow access for the Electrician to carry out these works. These tests are required to be carried out for safety purposes and to protect everyone in your home.



A QUICK REMINDER

As long as you have some credit in both your gas and electric meter the engineer will be able to do the service.

If the engineer calls at your property and you have no credit in either of your meters the required checks cannot be carried out.

The engineer may have to close off (cap) your gas meter to make sure that you, your household members, your neighbours and your home are safe.

Smoke, Heat and Carbon Monoxide (CO) Alarms

All smoke, heat and CO alarms installed in our properties are tested at the time of the annual gas service.

If any of the alarms are faulty, we will replace them. Please test your alarms weekly and let us know if there are any issues.



Smoke, Heat & CO Alarms Save Lives - help protect your family and home by testing weekly.

Bin Stores

There has been an increase regarding issues with the condition of communal bin stores in recent months. The below picture is an example of just one area showing bags and other items being thrown to the side of the building, with the bin store barely even being used.

Often we are finding other bin stores to have bags thrown in to the bin store area without wheelie bins being used, bags sometimes not tied properly and rubbish strewn across communal areas. We would ask tenants to keep in mind that it is the responsibility of the tenants to ensure that they are disposing of their household waste in a responsible manner. All cardboard and other recycling should be cleaned where necessary, folded where possible and disposed of in the blue bins. General household waste should be placed in proper bin bags, sealed and placed in green bins.



Pineview recently took action and worked with tenants in a particular area. Our Estate Caretakers disposed of and thoroughly cleaned a communal area which was in extremely poor condition. After doing this, we wrote to the tenants and asked for their assistance in keeping the area well maintained and bins used appropriately. This has been a success and we would hope for more of this going forward. We want to create and maintain a nice living space for all our residents.

Making Alterations and Improvements to Your Home

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

This includes:

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

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

Anti Social Behaviour – Complaints

The Association has recently made some changes to the way we gather feedback regarding Anti-Social Behaviour (ASB) complaints. All ASB complaints will now have a designated complaints handler. The complaint handler will contact the person who has made the complaint to discuss the issue with the before outlining our proposed response.



Once the complaint has been responded to and closed off by the Association, the person who lodged the initial complaint will receive a text message with a link to a feedback survey. This follows a similar model to our repair's satisfaction surveys. We would appreciate if our customers could take the time to complete these surveys to provide feedback on how we handled your complaint. All tenant feedback is vital in allowing us to improve our service. It also allows us to identify any specific concerns customers have that we can then respond to.

House Inspections

We are currently carrying out inspections of all our properties!

The House Inspections are vital for two main reasons. Firstly, Health and Safety/Maintenance. We want to make sure that everyone is safe in their properties! We also know that sometimes if you live in a property you may not realise that a repair needs carried out on an old creaky floorboard or a jammed window because it's just normal to you. We have managed to pick up lots of little repairs needing carried out while we've been doing these home visits!

Secondly, Household Details. In 2019 the law was changed in Scotland regarding Successions. In the event that something happens to the existing tenant, in order for someone to qualify to takeover the tenancy, the landlord must have been made aware of them living in the property for at least a year previously. Carrying out these house inspections allows us to make sure that your tenancy details and the details of everyone staying in your property are up-to-date.

So far we have carried out over 300 of these house inspections since November 2023 and we will be visiting every property so get in touch to book in a date and time that works for you. Telephone 0141 944 3891 or email mail@pineview.org.uk. We may give you a phone or a letter to book in directly if we don't hear from you. Special arrangements can be made if you require an evening or early morning appointment.

Drumchapel Reconnect Event

On Saturday 20th July Pineview hosted a stall at the Free Family Fun Day. Some lucky winners from our competitions won some goodies by guessing the name of the toy dog and birthday of the toy cat. It was a fantastic day and we had an opportunity to speak with a lot of our residents and meet with members of the local community, as well as other stall holders. There were some fantastic stalls for adults and children including face painting, arts and crafts and live music. We even won a children's bike in the raffle which we donated to our AGM raffle prizes.

Citizens Advice Bureau

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

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

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

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

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

Remember, Remember the 5th November

Please ensure you are aware of the firework laws: [click here](#) for more information. As well as the firework laws, you should keep in mind general safety tips:










- * Children should be always supervised.
- * Keep pets indoors – close doors, windows, and curtains to reduce the sounds of explosions and put on background noise, for example, the TV or Radio to distract them.
- * Ensure there is only one person in charge of setting fireworks off to reduce the chance of a potential accident.

There are several things everyone can do to keep you, your family and the neighbourhood safe;

- ✓ If you have any information about planned incidents in the area, please contact the police on 101 or Crimestoppers on 0800 555 111. You can do this anonymously.
- ✓ Contact Pineview Housing on 0141 944 3891 and ask to speak to our Senior Housing Officer, Robert Reid, in confidence.
- ✓ Do not leave any items out which could be set on fire – such as bulk rubbish, mattresses, or other items.
- ✓ Do not take part in any anti-social behaviour and report those who do.

Performance

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

 <p>2.08 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 4.2 hrs</p>	 <p>2.92 Days (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 8.7 Days</p>	 <p>95.29% (Target >96%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 88.0%</p>
 <p>15.83 Days (Target 8 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 55.6 Days</p>	 <p>4 Days (Target 5 Days)</p> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.11 Days</p>	 <p>100% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 94.2%</p>
 <p>5.83% (Target <6.50%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.74%</p>	 <p>99.81% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 99.0%</p>	 <p>0.19% (Target <0.20%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.4%</p>

For 2024/2025 we are continuing to focus on reducing rent arrears. We know that rent arrears become harder to pay the higher they get, and we are working closely with all our tenants in arrears to put payment plans in place at the earliest opportunity.

Getting Access to the Information you Need

Freedom of Information (FOI) laws give you the right to request information about the housing services we deliver and the information we have provided to the Scottish Housing Regulator about our financial wellbeing and governance. You can also request environmental information we hold under the Environmental Information (Scotland) Regulations 2004 (EISRs).

Before requesting information from us, please check our website and the Scottish Housing Regulator's website, as the information you are looking for might already be available there. A very useful starting point is our publication scheme at: <https://www.pineview.org.uk/freedom-of-information/> The scheme categorises the information we publish into different classes and the links within the scheme will take you directly to the information. You can also view our responses to previous requests we have received in our disclosure log at: <https://pineview.org.uk/disclosure-log/>



If you can't find the information you are looking for, you can request it from us. We must provide it to you, unless an exemption applies.

Here are some useful tips when making your request:

- Keep your request separate from anything else to allow us to identify and respond to it more quickly.
- Keep your request polite, as we can refuse to comply with requests containing inappropriate or abusive language.
- If you ask us for our opinion on an issue, we may not necessarily have one. FOI and the EISRs only apply to recorded information. If we don't have a recorded opinion on the issue you have asked us about, we may refuse your request.
- Ask us for advice and assistance in preparing your request, if you are experiencing any difficulties. You can complete and submit an access to information request form on our website or ask for one to be sent to you by post. Staff can help in completing the form.
- Focus on the information you really need and keep your request simple. Complex requests involving significant staff time and resource may be refused in certain circumstances.
- Be as specific as you can (including dates, if possible) when describing the information you want. Wide-ranging and vague requests could take longer to respond to.
- Submit your request to our dedicated contact address (below) to ensure your request is directed to the correct person quickly.
- Provide a telephone number in case we need to contact you to clarify your request or to provide you with advice and assistance.

If you have any questions about FOI, please contact our Data Protection Officer (DPO), Daradjeet Jagpal, by: e-mail at pineviewdpo@infolawsolutions.co.uk; telephone on 07852 905 779; or writing to: The Data Protection Officer, Pineview Housing Association Limited, 5 Rozelle Avenue, Drumchapel, Glasgow, G15 7QR.

What are Pineview's Vision, Mission and Values?

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

Strapline: Pineview Housing Association – Putting People First.

Vision: To be a leading social landlord in Scotland.

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

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

Community – engaging, collaborating and including.

Resilience – continuously learning, developing and adapting

Integrity – being open, honest and fair

Diligence – working conscientiously and to a high standard

Dignity – treating everyone with respect and compassion



Putting People 1st

What are Pineview's Strategic Objectives?

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

All our operational activities should contribute to one or more of the seven strategic objectives, and it is the responsibility of the staff team to ensure that this is the case. Alternatively, contact our Director, Joyce, at the office 0141 944 3891, mail@pineview.org.uk



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

Drumchapel Swimming Pool

Drumchapel Pool reopened to the public on Monday 9th September after a programme of refurbishment.

Follow Glasgow Club Drumchapel Pool [Facebook](#) / [Twitter](#)

Opening Hours for Drumchapel Pool are as follows:

- Monday 10am to 4pm
- Tuesday 10am to 4pm
- Wednesday 3pm to 9pm
- Thursday 3pm to 9pm
- Friday 10am to 4pm
- Saturday – Closed
- Sunday – Closed

You can contact us or keep updated with our news in several ways:

Telephone: 0141 944 3891

E-mail: mail@pineview.org.uk

Website: www.pineview.org.uk



Our standard working hours are:

Monday – Thursday 9.00am until 5.00pm

Friday 9.00am – 4.00pm

Useful Contacts

National Gas Emergency Service	0800 111 999
Police Scotland	101
Emergency Services	999
Women's Aid	0800 027 1234 https://womensaid.scot/contact/
NHS 24	111 https://www.nhs24.scot/
Samaritans	116 123 https://www.samaritans.org/samaritans-in-scotland/