

Pineview's Summer Outing 2025



Brilliant
as
always.

Amazing day,
mostly the
animals, food
and £5 vouchers.
Thanks for
bringing us!

We had a
great day. It
was so fun.
Thank you
Pineview

Our Summer outing to Heads of Ayr Farm Park on 1st August 2025 was once again a great success and was enjoyed by many of our residents and their families.

Two coaches headed to the farm park for the day, and the sun was even shining! We have received lots of great feedback from those who attended.

Great day out
and brings the
community
together.

It was
amazing,
I loved it.

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Contact Us

Pineview
Housing Association
5 Rozelle Avenue
Drumchapel, Glasgow
G15 7QR

T: 0141 944 3891
mail@pineview.org.uk
www.pineview.org.uk

Scheduled Office Closure

The staff team will be unavailable from 17.00 on Thursday 25th September until 09.00 Tuesday 30th September.

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

Equalities Requirements

Pineview, as a registered social landlord regulated by the Scottish Housing Regulator (SHR), is required to comply with the SHR regulatory framework.

The SHR has published regulatory requirements that every social landlord must:

“Have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights...”

The regulatory framework specifies that this requires social landlords to collect equality information in respect of the protected characteristics. Each social landlord must:

“Have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.”

And

“... collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/Traveller sites must collect data on protected characteristics for these customers”



The SHR also makes clear that:

“Landlords should adhere to our statutory guidance. In certain cases, where exceptional circumstances exist, it may be appropriate for a landlord to depart from our statutory guidance. Where a landlord is considering departing from statutory guidance, it should discuss with us why a departure from the guidance is necessary before acting. The landlord should keep a record of the reasons for the departure.”

The implications of these requirements for social landlords are that:

- ✓ the collection of data is a specific requirement, applying to all protected characteristics;
- ✓ social landlords' equality data collection forms must cover all the protected characteristics for the groups specified by the SHR;
- ✓ this requirement does not refer to job applicants, however social landlords must also gather personal data about job applicants, including data about an applicant's protected characteristics, and must process this in line with data protection law; and
- ✓ social landlords must adhere to the statutory guidance unless exceptional circumstances exist.

This work is not new to Pineview and will form part of our Equalities Strategy. We will be continuing with our work and will keep our customers updated on what we are doing and when.

If you would like to know more, please just contact Isobel or Robert.

2025 Annual General Meeting (AGM)

Our Annual General Meeting was held on Tuesday 24th June 2025 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 Isobel or Joyce. Tel 0141 944 3891 or mail@pineview.org.uk.



Committee of Management (September 2025)

Name	Position
Linda Devlin	Chairperson
Daniel Martyn	Vice Chairperson
Lyndsey Robinson	Vice Chairperson
Morven Baigent	Elected Member
Richard Bolton	Elected Member
Frazer Lord	Elected Member
Helena McNulty	Elected Member
Laura Nahar	Elected Member
Aarti Passi	Elected Member
Anna Welsh	Elected Member
Suzanna McGimpsy	Joined Post AGM
Kirsty O’Niel	Joined Post AGM
Kenny McGinty	Joined Post AGM

Your Customer Forum Wants You!

The Customer Forum is looking to get more tenants, residents and service users involved in their essential work with Pineview. The Forum are instrumental in shaping customer services at Pineview Housing Association and they are keen to have the input of more people. The Forum have changed the night of their meetings to see if this could possibly suit more people and encourage more people to get involved.

Meetings will now take place on the 2nd Wednesday of each month at 6pm. Meetings currently arranged:

- Wednesday 8 October 2025
- Wednesday 12 November 2025
- Wednesday 10th December 2025

If you are interested, why not come along to a meeting to try it out. The meetings are being held in Pineview’s offices at 5 Rozelle Avenue, G15 7QR, and you can also join by Microsoft Teams if this is more convenient for you- just let us know.

If you would like more information before attending, please contact staff at the Pineview office by telephone 0141 944 3891 or by e-mail to mail@pineview.org.uk.










National Panel of Tenants and Service Users



The National Panel of Tenants and Service Users has more than 420 members. It is open to anyone who is a social housing tenant or uses a social landlord's 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 at natpan@engagescotland.co.uk

Performance

Below is a summary of 2025-26 performance outcomes to 30 June 2025. The Scottish Average figures noted relate to the 2024-2025 year end performance as reported by the Scottish Housing Regulator.

 <p>2.45 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 3.89 hrs</p>	 <p>3.42 Days (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 9.13 Days</p>	 <p>97.49% (Target >95%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 86.75%</p>
 <p>12.69 Days (Target 10 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 60.59 Days</p>	 <p>2.42 Days (Target 5 Days)</p> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.35 Days</p>	 <p>100% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 93.44%</p>
 <p>4.05% (Target <5%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.17%</p>	 <p>101.33% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 100.15%</p>	 <p>0.19% (Target <0.10%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.27%</p>

Pineview is performing well and always strives to improve. If you would like more information on our performance please just let us know.

Complaints and Compliments

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. We take any complaint about our service delivery very seriously and always want to improve on anything we have not got quite right.

If you have a complaint about our service delivery or simply have a suggestion that you think would be good for us to consider so we can make our service better, please let us know.

We record all our complaints and report on these anonymously to the Committee of Management every quarter.

You Said – We Did

Reference: 1683, 1696, 1709, 1741 – these were all complaints relating to the removal of bulk, in particular the time taken to remove items in certain areas. These complaints have resulted in three actions being taken:

The route taken by the Estate Caretakers has been amended to make sure that no areas are left out.

The Housing Assistants keep a record of any items reported that have not been picked up within timescale and this is monitored and followed up by the Senior Housing Officer.

The team have been reminded to make sure that they lift the bulk items and also litter pick and sweep so that the area looks clear and tidy.

You can read our latest complaints performance report on our website: <https://www.pineview.org.uk>

We also take time to acknowledge when a customer wants to give us a compliment.

It is encouraging when someone lets us know that they think we have done something well and it gives our team member(s) a nice boost, so thank you.

Tenant very happy with DG Joiner who boxed in boiler pipes - work was very neat and is a big improvement to what it was like before.

Tenant was very complimentary about the Estate Caretaker Team and the standard of close cleaning.

Tenant thanked Pineview for all the help given to them over the years and that Pineview has been a great landlord.

Maintenance Update

Kitchen and Boiler Replacement

The Associations contractor James Frew will be onsite starting surveys in October 2025 and will confirm in writing dates to tenants who will be due replacements. Start date for the installs will commence mid-November and works are expected to finish December 2025.

Gutter Cleaning

Gutter cleaning contract will commence October 2025 and works will be carried out by Paterson's and work will be weather dependant.

Damp and Mould

Please also remember to keep an eye out for any damp, mould or condensation that develops within your property. Ensure to keep rooms well ventilated and try to avoid leaving clothes hanging over doors or radiators. Please report any mould issues to our office straight away

Frozen Pipes in Winter – How to prevent.

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

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

How to stop pipes freezing:

- ✳ Have your boiler serviced yearly.
- ✳ Insulate any outside pipes or colder areas in home.
- ✳ Turn off water if not going to be at home for a few days.
- ✳ Run taps regularly.
- ✳ Fix any leaking taps.
- ✳ Ensure if frosty outside ensure its not too cold inside, British gas recommend keeping thermostat to at least 7 degrees even if you're not at home.

Look out for the warning signs:

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

A day in the life of a Housing Assistant

A Housing Assistant's day officially starts at 9am (though we are often in earlier!) and varies based on the role they have for the day. We are either focused on the admin or reactive side of the job, with each HA taking a turn to focus on admin on a rotational basis.

The admin colleague changes daily and is generally assigned to a colleague who is working from home. This means they are able to focus on a variety of tasks: processing emails that our mail@pineview.org.uk mailbox receives, making sure they end up at the right destination to be processed appropriately; working through the gas and electric checks, which includes processing certificates, sending out letters as needed, calling round any tenants without an appointment and actioning any remedial works identified by contractors; and processing any housing applications we receive. Having a Housing Assistant focused on these areas helps streamline our workload and allows the rest of the team to be free to answer phone calls and work through other, more reactive areas of the job. Some days admin tasks will take us up to the end of the day, others we are able to move on and begin helping our colleagues who are responsible for the reactive aspects of the job - it just depends on the volume of work produced by the admin tasks!

Reactive colleagues are on the phones for the day, meaning they tend to have more contact with tenants and customers. Whilst there is a wide range of tasks covered on a reactive-focused day, changing depending on what day of the week it is, there are some core tasks which colleagues will always be responsible for. The biggest aspect of the job is answering phone calls, which mostly come from tenants. Again, there is a huge range of reasons that tenants may call us for, though some of the most common include to raise repairs, make rent payments and to flag up any issues they are experiencing. Colleagues are then responsible for any actions that these phone calls may entail, whether that is sending out work orders to contractors, taking rent payments, providing advice or raising complaints. Reactive colleagues also process completed repair paperwork received from contractors, process Housing Benefit letters, deal with any visitors to the office, respond to email queries that we receive and run several different reports to ensure all our records are kept up to date. The nature of the job means that no two days are the same, something which all of us enjoy!

Our day finishes at 5pm Monday-Thursday and 4pm on a Friday, and before leaving we ensure the office is closed up properly and that there is nothing left on overnight which poses a fire risk. We make our way home and come in the next day ready to go again!



Joanne Dunnett



Jessica Cunningham

Wider Action Plan 2025/26

Pineview allocated some funding to the annual summer away trip to Heads of Ayr Farm. With this extra funding added we were able to put on an extra bus to ensure that more tenants and their families could join us on this fun day out.

This year, Pineview are working closely with the G15 Young Club to provide them with funding so they can run youth events. One of these events is the Girls Night in.

- The aim of the Girls Night in is to host a night in for young females in the community where they can be provided with essential knowledge and resources for personal self-care and well-being. This includes fun activities such as pamper sessions, arts and crafts and important discussions on health and well-being.
- The other event being funded is the support for weekly Hall Hire for the Drumchapel Pickleball team practice sessions. Pickleball is an indoor activity which engages 14 young people each week, fostering teamwork and activity.

Pineview has also teamed up with the Dolly Parton's Imagination Library. This provides 1 free book per month to children under 5 years old living within the G15 postcode area. Since launching in 1995, Dolly Parton's Imagination Library has become the preeminent early childhood book-gifting programme in the world. The flagship programme of Dolly Parton's charity, The Dollywood Foundation, has gifted over 270 million free books in the United States, Canada, the United Kingdom, Australia, and the Republic of Ireland. This is achieved through funding shared by The Dollywood Foundation and local community partners. If you wish to find out more or wish to sign up for the programme, please contact the office.

The Association also plans to take part in "Drumchapel Does Christmas" later in the year where we plan to donate equipment and resources. Keep your eyes peeled for updates in the upcoming months!

Tenant Grant Fund for Arrears

In Summer 2025 Pineview applied to the Tenant Grant Fund on behalf of some tenants. This is through Glasgow City Council. The Council have set aside a fund to assist tenants struggling with arrears in social housing.

To be eligible for the fund, a tenant's arrear must have accrued during or since the on-set of the Covid-19 Pandemic and been a direct consequence of the subsequent period of lockdown and cost of living crisis which has followed.

The fund can be used to reduce arrear debt. The Council has made clear that the fund will be targeted mainly at families. Thus far we have had some success in having some of our applications accepted, with 8 cases hoping to be taken forward.

We are awaiting a response to our other applications. In total, 19 cases were put forward for referral as these met the specified criteria. The council will be contacting tenants to gather more detail before agreeing to take a case forward. Pineview continue to explore different funding opportunities available to assist tenants.

Tenant Safety Matters

Annual Gas Check – Don't Delay

We are legally required to carry out Annual Gas Safety checks in all of our properties.

City Building are our appointed gas contractor, and they will check all gas appliances in your home to make sure everything is safe and working as it should be.

City Building will write to you two months prior to your gas expiry date with an appt for your service.

It is extremely important that tenants engage in this process and provide access when required as failing to do so will result in a potential forced entry to your home closer to the gas expiry date.

If you need to change your appointment to a more convenient date, please contact City Building on 0800 595 595 or call us directly and speak to a member of the team.

Smoke, Heat and Carbon Monoxide Alarms

During your Annual Gas Service, the engineer will also check your Smoke, Heat and Carbon Monoxide (CO) Alarms to ensure they are operating correctly.

It's crucial tenants also test their alarms on a weekly basis to ensure they are working properly. If at any point you suspect a fault with any of your alarms or are missing any alarms, please get in touch with us right away – we will arrange for an electrician to attend and install new alarms as required.

Additionally, If you have any potential concerns regarding suspected Carbon Monoxide (CO) poisoning and/or are experiencing symptoms such as headaches/nausea please follow steps 1-6 immediately and seek urgent medical advice.

Think you can smell gas?

If you think you can smell gas in your property, it is essential to act quickly. You can protect yourself and others by following these 6 simple steps:

1. Call City Building on 0800 595 595 or the National Gas Emergency Service immediately on 0800 111 999.
2. Put out any naked flames, and don't smoke or strike any matches.
3. Turn off all your gas appliances and don't use them until they're checked by an engineer.
4. Turn off your electrical appliances and avoid turning any switches on or off.
5. Ventilate - Open your doors and windows.
6. Keep other people away from the area.

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.

Void Update

A void refers to an empty property where a tenancy has ended. At Pineview, one of our objectives is to repair and re-allocate void properties as quickly and as efficiently as possible. Our target timeframe is 8 days however as of this financial year for 25/26 we are currently sitting at 11.75 days which we are continuously working to improve.

How quickly we can re-let a void property depends on several factors such as carrying out repairs, clearing debt on meters etc, but the most common hurdle we encounter is the condition of the property once keys are returned by the outgoing tenant.

Below are some before and after pictures of a property that we recently re-let.



Before



After

As you can see, the property was left in a poor condition and was not cleared to a satisfactory standard. As a result we had to dedicate a lot of time and resources to remove all items from the property and complete the required repairs.

Tenants can help us in this process by ensuring properties are cleared of all personal belongings, arranging repairs before handing back keys and following the correct termination process.

We understand clearing a property can be a difficult process, but remember, we are here to assist and can give advice on sources of help.

There are charities that might be able to assist such as the British Heart Foundation who offer a free collection service. Please refer to their website for more info - <https://www.bhf.org.uk/shop/donating-goods/book-furniture-collection-near-me>

By working effectively together, we can ensure that you experience a smooth termination process and avoid any potential re-charges. We can also vastly reduce our re-let times which means another person or family can benefit from a new home as quickly as possible.

Remember, Remember the 5th of November

Bonfire Night is a time where we gather with friends and family to enjoy outdoor firework displays. Please ensure you are aware of the firework laws: <https://www.gov.uk/fireworks-the-law> for more information. As well as the firework laws, you should keep in mind general safety tips:

- ✳ Children should be always supervised.
- ✳ Inform your neighbours if you are planning on hosting a firework display.
- ✳ 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;

- ✳ 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.
- ✳ Ensure that all closes and common areas are kept clear and any bulk items are kept a good distance from any attached buildings

Citizen Advice

Pineview has committed to providing our tenants with support through funding access to the local Citizens Advice service. At present, a local Welfare Benefits Advisor attends Pineview's office twice a week with three appointment slots available on a Tuesday and a Friday at 9:30am, 10:30am and 11:30am.

The CAB advisors can assist with a variety of queries including issues relating to Housing Benefit entitlement, assistance with the transition to Universal Credit, Pension Credit applications and loads more! Our advisors are also well-placed to help you link in with other support services for more complex enquiries relating to energy debt for you or a household member.

These appointments prove to be a great success time and time again. One of our most recent successes has been an ongoing battle for over two years. A married couple ran into difficulty when their rent payments were completely and wrongly stopped by Housing Benefit when one of the tenants reached retirement age. While working with the tenants, and following our arrears enforcement process, we ensured they were provided with the support of the CAB services and wrote to our local MP and MSP. The case has now finally been settled with the DWP paying the couple £4000 in backdated payments and their full entitlement to Housing Benefit rightfully reinstated.

We have also had several recent cases of tenants struggling with the complexity of the mandated transition from Housing Benefit onto Universal Credit. Our CAB advisors have been able to quickly step in and assist tenants as soon as they are notified of the upcoming switch. This has meant that for those tenants who reasonably require a spare bedroom, they have been able to ensure that discretionary housing payments covering the shortfall for the spare room have been maintained when otherwise they would have been stopped.

If you are struggling financially and need support with any housing or welfare benefits, just contact our office and we can make a face-to-face or telephone appointment for you. If you are unable to attend the appointment slots offered at our office, you can also contact Drumchapel Citizens Advice Bureau on 0141 944 2612 or Drumchapel Money Advice Centre on 0141 944 0507.

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/