

Community Climate Action and Litter Pick Events

This summer, Pineview continued its commitment to attend and support local community events!

In July, we attended G15's climate action event. The event was a great opportunity for everyone in the community to come together and celebrate the numerous local organisations in Drumchapel that support a better climate for the better of everyone.



Ben Keenan, Pineview Senior Housing Officer

Pineview HA and Cernach HA shared a stall and attracted a large audience thanks in part to our offering of sweets, colouring sheets and cuddly toys to be won!

August 2026, we also participated in the community litter pick.

Following consultation with our Customer Forum, it was agreed that we would focus our efforts on the Waverley area. Several members of the staff team went down and had a great day helping to clean up the community!

Look how many bags we filled!

*Aidan O'Reilly and Kaitlyn Baxter,
Pineview Housing Services Assistants*



Inside

Page 2: Annual Outing.

Page 3: Performance, Business Plan.

Page 4: Complaints and Compliments.

Page 5/6 Bonfire Night. Fire Safety.

Page 7/8: Repairs and Maintenance.

Page 9: Alarms and Gas Service.

Page 10: Garden Competition winners.

Page 11: A day in the life of Housing Services Officer.

Page 12: Citizen Advice Bureau.

Page 13: Strapline, Mission, Vision and Values.

Page 14: Useful contacts and top tips.

Scheduled Office Closure

The staff team will be unavailable from 17:00pm on Thursday 24th September until 09:00am on Tuesday 29th September 2026.

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

Annual Summer Outing 2026

This year's annual summer outing was somewhere a little different to our previous outings, our residents enjoyed a day out at Edinburgh Zoo!

There was some positive feedback received for this year, and we would love to hear your suggestions for next year's annual outing. Please contact Mandy or Jane at the office.

I thought it was brilliant that Pineview covered the cost of transport and park entry!

Thank you Pineview it was a good day although we preferred the Ayr Beach outing where we had a chippy and ice cream and could do other things like the beach and shops.

The kids loved it and had a fun day! It was hilly and we would prefer Ayr Beach or Heads of Ayr again next time.



Performance

Below is a summary of performance outcomes from 01 April 2026 to 30 June 2026. We continue to deliver excellent results for tenants, exceeding targets for emergency and routine repairs while outperforming the Scottish averages for 2025/2026. Most targets were met, and we remain focused on improving customer satisfaction and reducing rent arrears and rent loss.

 2.13 Hrs (Target 4 Hrs) Average time to complete emergency repairs Scottish Average: 3.45 hrs	 3.76 Days (Target 4 days) Average time to complete non-emergency repairs Scottish Average: 8.75 Days	 99.43% (Target >95%) Reactive repairs completed "Right First Time" Scottish Average: 95.29%
 92.67% (Target >95%) Satisfaction with the repairs and maintenance service Scottish Average: 88.05%	 15.88 Days (Target 10 Days) Average number of calendar days to re-let properties Scottish Average: 51.70 Days	 97.44% (Target 100%) Anti-social behaviour cases resolved Scottish Average: 93.11%
 3.51% (Target <2.5%) Gross rent arrears as a % of rent due Scottish Average: 5.90%	 98.27% (Target >96%) Rent collected as a % of total rent due Scottish Average: 99.68%	 0.13% (Target <0.10%) Rent lost through properties being empty Scottish Average: 1.13%

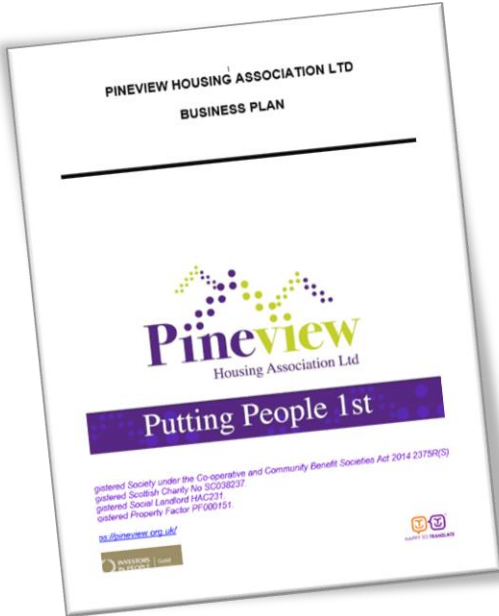
We are currently preparing our 2025/26 Annual Report and Landlord Report, due to be published in October 2026. The report will show how we are performing compared with other registered social landlords across Scotland, using information from the Scottish Housing Regulator, as well as benchmarking data from the Scottish Housing Network and local Drumchapel housing providers. We will also include last year's results so you can see how we are improving over time and how we compare with others. Keep an eye out for the full report this October!

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



Complaints, Compliments, Feedback and Learning

We welcome feedback from our tenants as it helps us improve our services. A complaint is any expression of dissatisfaction about our actions, lack of action, or the standard of service provided by us or on our behalf. If you have a complaint or a suggestion about how we can improve our services, please let us know. We record all complaints and report anonymous summaries to our Committee of Management every quarter.

Complaints Summary 01/04/26 – 30/06/26

No of Complaints		Responded to in Full	
Stage 1 Complaints	Stage 2 Complaints	Stage 1 Complaints	Stage 2 Complaints
25	5	23/25 – 92.00%	4/5 – 80%
Responded to within Timescales		Average Time to Respond	
Stage 1 Complaints (Target 5 Days)	Stage 2 Complaints (Target 20 Days)	Stage 1 Complaints (Target 5 Days)	Stage 2 Complaints (Target 20 Days)
19/23 – 82.61%	2/4 – 50%	3.52 days	34.5 days

What Tenants Told Us

The most common themes raised were:

- ✓ Communication and keeping tenants updated.
- ✓ Repairs and maintenance.
- ✓ Standards of communal cleaning.
- ✓ Customer service and communication style.

What We Did - Complaints helped us to:

- ✓ Provide clearer information and regular updates.
- ✓ Complete repairs, inspections and environmental improvements.
- ✓ Reinforce service standards with contractors.
- ✓ Identify opportunities to improve how we communicate with tenants.

Learning in Practice – Case Study

A tenant contacted us requesting a copy of their building's Fire Risk Assessment. While they understood the document was not yet available, they felt the response they received did not fully address their concerns.

We reviewed the matter, discussed the issue with the tenant and explained why the assessment had not yet been published. We also provided reassurance about the status of the assessment and apologised for the impact of our communication.

The tenant confirmed that their main concern was how the information had been communicated rather than the outcome itself. Their feedback helped highlight the importance of ensuring tenants feel listened to, respected and fully informed.

Moving Forward

We are continuing to improve communication, provide timely updates and ensure tenants receive clear, respectful and supportive customer service. By listening to feedback and learning from complaints, we can continue to improve services for everyone.

Committee of Management

We keep our website updated so customers can see who makes up our Committee of Management. The Agendas and Minutes of committee meetings are also 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

Remember, Remember the 5th of November

Bonfire Night is a time where we gather with friends and family to enjoy outdoor firework displays and bon fires. Children and adults love the excitement of it all, but we need to bear in mind that it is not fun for everyone.

People with pets worry how their animals will cope with the noise and strange smells. Other people may suffer from PTSD (post-traumatic stress disorder) and the noise of exploding fireworks can cause them distress and panic.

Please be a mindful and courteous neighbour at this time of year and follow legal and safety advice to make the night as safe and enjoyable as possible for all.

Please ensure you are aware of the firework laws. You can find more info at <https://www.gov.scot/publications/fireworks-the-law/>



General safety tips:

- * The best safety tip is to attend a professionally organised display.
- * Children should be always supervised.
- * Make sure spectators are standing well back from where fireworks are being lit. At least 25 feet.
- * 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. Contact your vet for further advice on how to help keep your pet's calm.
- * Ensure there is only one person in charge of setting fireworks off to reduce the chance of a potential accident.
- * Store fireworks in a metal tin with a lid.
- * Never give sparklers to children under 5 and ensure that children are wearing gloves.
- * Put extinguished sparklers hot side down into a bucket of water to prevent a child lifting and possibly burning themselves.
- * Light fireworks at arm's length using a long taper.
- * Never go back to a firework that did not light. Leave at least 15 minutes before approaching.
- * Never thrown fireworks light or not and never carry them in your pocket.

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.
- Most importantly enjoy your evening safely.

Fire Risk Assessment

Pineview carries out Fire Risk Assessments (FRA) on all common areas such as closes to identify any possible risks of fire in common areas.

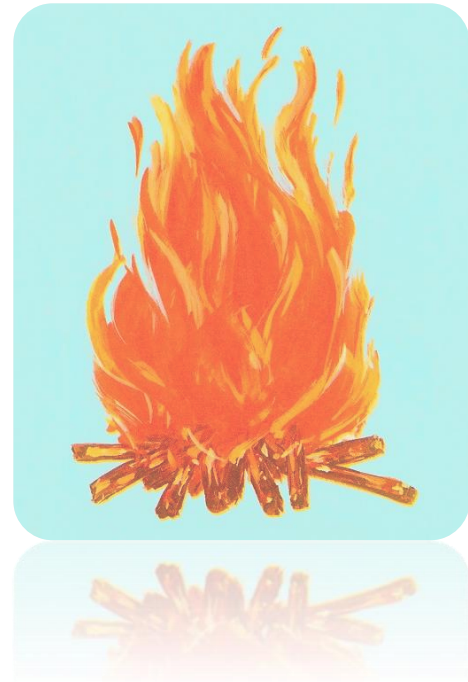
The FRA is carried out by an independent consultant every two years who ensures that all our common areas meet all current standards in preventing fires.

The inspection ensures that the Association has all necessary certificates in place for common close electrical inspections (5 Yearly check), Smoke Windows (checked 6 monthly) and Dry risers (Annual check), no items are being stored on landings by tenants which could obstruct escape routes, that no one is smoking in closes, that all doors meet current standards and open and close freely, electric cupboards are clear of items and that all necessary signage in closes are in place for no smoking, fire door keep closed and electrical hazard.

They will make recommendations to improve the standard of fire prevention and advise of any changes in legislation that might change the way repairs and maintenance are carried out.

Tenants can also assist in this process by advising Pineview of any damage to the close such as missing signage, damage to the close or items being stored in the close.

If you wish to discuss this matter further, please contact the office.



Badly Binned Batteries Can Start Fires

In recent years, Glasgow has experienced a number of battery-related bin lorry fires.

GCC has recently had to deal with two fires inside RCVs which were likely caused by batteries or electrical items which contain lithium-ion batteries, deposited in domestic general waste or recycling bins.

These fires occurred on 12 August in the City Centre and 25 August in the Kelvindale area of the west end. These incidents were so severe that waste had to be unloaded onto the street in order that Scottish Fire and Rescue Service could safely tackle the blazes. Thanks to the swift actions of Council staff and emergency responders, no one was injured, but these incidents highlight the very real dangers of disposing of batteries incorrectly.

Incidents such as these is why Glasgow City Council and the Scottish Fire and Rescue Service have joined forces to launch the 'Take Charge Glasgow' campaign. The campaign aims to raise awareness of the risks and inspire simple actions that can help prevent fires before they start. Its message is clear: batteries, vapes and electrical devices should never be placed in household waste or recycling bins. Instead, they should be taken to designated recycling points where they can be handled safely and responsibly.

Take Charge Today

A small action can have a powerful impact. By recycling batteries and electrical devices correctly, you can help protect refuse collection crews, prevent dangerous fires, safeguard public property and support a safer, more sustainable Glasgow.

Find your nearest recycling point at <https://www.glasgow.gov.uk/batteries>

Repairs and Maintenance

Bathroom Replacements

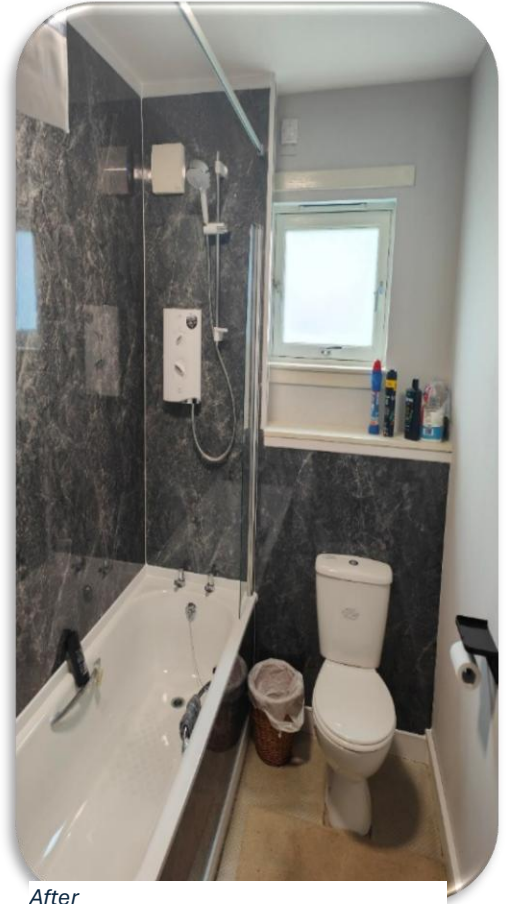


Before

The Association's contractor MCN has recently completed the Bathroom Replacement contract for 2026/27.

Pineview has invested just over £98,000 on 18 properties in the Pinewood area.

All works have been completed to a very good standard and all tenants were happy with works completed.



After

Damp and Mould

Damp and mould is very much in the news with the Scottish Government bringing out legislation to take effect from October 2026. This legislation determines how landlords deal with any report of damp and mould in their properties and sets timescales for inspection and repairs to deal with the issue.

If you believe that you have damp and mould in your property, please report this to us and arrange a suitable time for an inspection to be carried out. It is important that you do not delay as generally it will only become worse without treatment.

If you wish to discuss the matter further, please contact the office.

For information and advice on how to reduce damp, mould and condensation in your home please visit our website:

<https://www.pineview.org.uk/how-to-reduce-damp-mould-and-condensation-in-your-home/>

Preventing Frozen Pipes

Frozen water pipes can be a huge problem in winter. Not only do frozen pipes stop your heating and hot water systems from working properly, but, as water expands when it freezes, it can cause pipes to crack and burst which can cause leaks, or even flooding.

Why do pipes freeze in winter? When temperatures drop below zero, the water in your pipes can freeze putting pressure on the pipe itself – causing it to crack or burst.

If you think your pipes have frozen over, you'll need to act quickly to prevent any further damage. Following the simple steps below can help reduce the risk:

How to stop pipes freezing

- Have your boiler serviced yearly.
- Insulate your pipes such as outside pipes or colder areas in home. Foam or fibre glass sleeves can cover these.
- Turn off water if not going to be at home for a few days.
- Run taps regularly.
- Report to us any leaking taps.
- If you have pipes in unheated loft spaces, open hatch during icy weather to allow warm air from downstairs to rise.
- Ensure if frosty outside that it is 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.

If you suspect you have frozen pipes because of water not running out of taps or heating not working report it to the office on 0141 944 3891 or if out of hours contact City Building on 0800 595 595

Electrical Testing

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.



Smoke, Heat and Carbon Monoxide (CO) Alarms

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.

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.

Gas Service to Boilers

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

The Association carries out these checks on a 10 monthly cycle so that we can make sure the work is complete and you are safe before the anniversary date. The gas service visit should only take approximately 30-40 minutes to complete and can make sure your life is not put at risk.

Our gas maintenance contractor, City Building (Glasgow), will postcard each property at least 2 weeks in advance of the arranged service date. If you need to change this appointment, you can do so by contacting either City Building (Glasgow) on 0800 595 595, or Pineview on 0141 944 3891.

Please note – As long as you have some credit in both your gas and electric meter the engineer will be able to do the service. If the engineer calls at your property and you have no credit in either of your meters and the required checks cannot be carried out, the engineer may have to close off (cap) your gas meter to make sure that you, your household members, your neighbours and your home are safe.

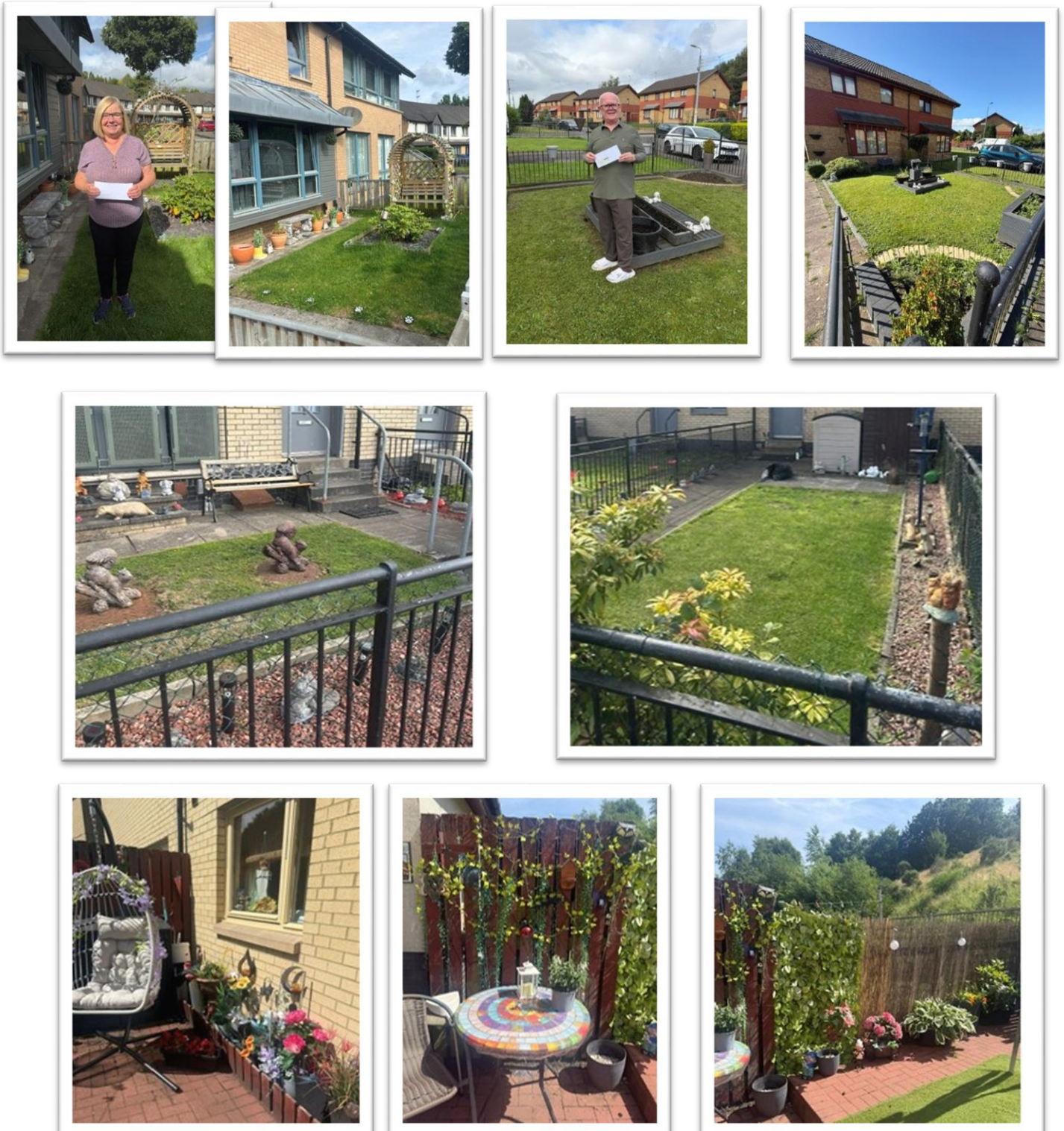


Garden Competition

Well done to the winners of the annual garden competition. Our staff team took pictures of well looked after gardens throughout the spring and summer, these were presented to our Customer Forum on the 12th of August.

The forum was very impressed by the standard of gardens, with lots of colourful flowers, lovely decoration and well preened grassy areas!

The winners for each category received a £30 Love2Shop voucher which was hand delivered by Pineview Staff.



Day in The Life of a Housing Services Officer

Sinead Sharkey Housing Services Officer

Hello, I'm Sinead and I started with Pineview in September 2022 as a Housing Assistant. Since then, I have had amazing opportunities to develop my skillset and study to further my career.

I moved to a temporary post as Assistant Housing Officer in 2024 followed by successfully obtaining a position as Trainee Housing Services Officer in October 2024.

This was a 2-year traineeship alongside studying for a Postgraduate Diploma in Housing Studies at the University of Stirling. Upon completion of this and a successful interview I was appointed to the permanent position of Housing Services Officer in April 2026. This is a typical day in the life of me.

My alarm goes at 6am and I get myself and husband up for work, get ready, make some coffees and take the dog out a walk together.

Kids get up at 7am for school so make sure they have breakfast, everyone washed and changed and out the door for 8am. Drop the kids at mother-in-law for school drop off and set off on my 35-minute drive to the office.

Arrive at the office for approx. 8.40am,. I check my emails for anything urgent that has come in overnight and check my diary to see what I have set up for the day.

I have a 9.30am meeting with Police Scotland and another local housing association regarding some ongoing local anti-social behaviour. I also have a sign up in the afternoon, so I get to preparing the paperwork for that then head down to prepare the meeting room. After the meeting I head into my appraisal with my line manager to discuss the last 6 months.

Lunch. I sit and catch up with colleagues who are also on lunch.

After lunch I catch up with housing assistants on a few repairs then head out to look round the estates, taking keys for a void property with



me to check on its status. Happy with the void, I contact the allocated applicant to arrange sign-up for the next day and make sure our estate caretakers are scheduled in for the final clean. I also take the time to upload any estate pictures taken and plan in any necessary follow-up action.

Next, I collect sign-up paperwork and head to void property with a colleague to meet prospective new tenants. Tenants are happy with property, so we go through paperwork and sign them up. Back at the office I scan all the paperwork on to the system and pass commencement to our finance team.

Next up I have a meeting with Caitlin, the other patch Housing Services Officer, so we can prepare our KPI reports and commence the monthly detailed report that goes to the Committee. We make good progress here, but another meeting is required to complete it.

As the workday is almost over, I head back to my desk to check over emails again and respond to what I can.

I then head off on my 35 minute drive back home where I have dinner with my family, walk my dog a few times and prepare lunches and uniforms to do it all again the next day. I do bedtime with my youngest then crawl into bed at 9.30pm because I'm an early bird and it's getting late. Goodnight 😊

Citizens Advice Bureau – Welfare Rights Advice

Our Welfare Rights Advisers from Citizens Advice Bureau are available at our office every Tuesday and Friday, providing free, confidential advice on benefits, money, debt, housing and other welfare rights matters.

The service continues to make a real difference to our customers. During Quarter 1 (1 April–30 June), 65 people attended appointments.

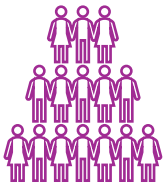
These appointments are changing the lives of those who are entitled to further support resulting in a total financial gain of £60,520.10 for clients to date.



A real-life example –

One client attended for help understanding their Universal Credit following a recent migration from legacy benefits. During the appointment, the adviser also checked when they would reach State Pension age, as the client had believed this would be later than it was. The adviser explained what they needed to do to prepare for their State Pension and arranged for them to return for a further benefit check when the time comes. The client left feeling much more informed, prepared and in control of their finances.

Number of People



65

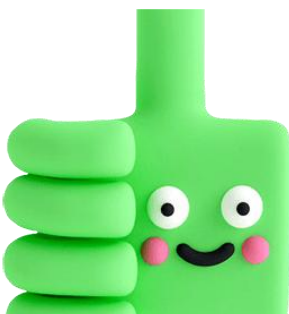
Financial Gain



60,520.10

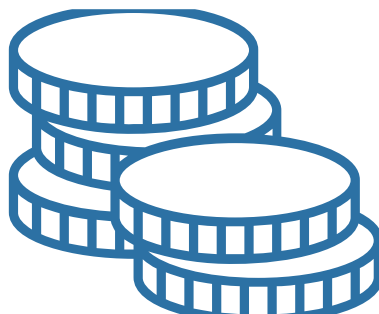
If you think you may be entitled to additional support or would like advice about your circumstances, please speak to us about arranging an appointment.

- **Book with us:** Call Pineview on **0141 944 3891** to book an appointment.
- **Contact CAB directly:** Reach the Drumchapel team at **0141 944 2612** or visit their website for more resources. <https://www.drumchapelcab.org.uk/>



Benefits

- Universal Credit Advice and Assistance



Income

- Income maximisation



Housing

- Housing Benefits and Council Tax Benefits

Strapline, Mission, Vision and Values

What are Pineview's Vision, Mission and Values?

Strapline: Pineview Housing Association – Putting People 1st.

Vision: To be a leading social landlord in Scotland.

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.

The Association is committed to our vision, mission and values. 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. Please contact Joyce through our office on 0141 944 3891 or send an email to mail@pineview.org.uk

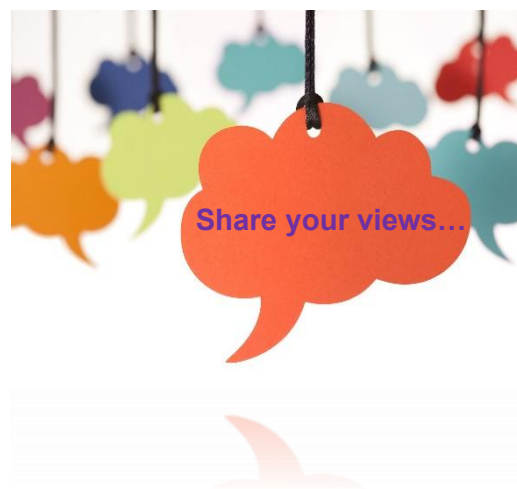
Customer Forum

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 currently arranged as follows:

- Wednesday 7th October 2026
- Wednesday 11th November 2026
- Wednesday 9th December 2026

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.



Useful Contacts

Emergency Repairs & Utilities

- City Building - 0800 595 595
- Scottish Gas Network - 0800 111 999
- Scottish Water - 0800 077 8778
- Scottish Power - 0800 092 9290
- Floodline Scotland - 0345 988 1188

Emergency Services & Personal Safety

- Emergency Services - 999
- Police Scotland - 101
- Crimestoppers - 0800 555 111
- Victim Support Scotland - 0800 160 1985

Health & Wellbeing

- NHS 24 - 111
- Samaritans - 116 123
- Breathing Space - 0800 83 85 87
- Childline - 0800 11 11

Money, Benefits & Debt Advice

- Drumchapel CAB - 0141 944 2612
- Money Advice Scotland - 0800 085 7145
- Glasgow Helps (advice or services for people in Glasgow) 0141 276 1185

Domestic Abuse & Violence Support

- Scottish Domestic Abuse Helpline - 0800 027 1234 | Text 07401 288595
- Glasgow Women's Aid - 0141 553 2022
- Respect Men's Advice Line - 0800 801 0327
- Galop (LGBT+ Anti-Abuse Helpline) - 0800 999 5428
- Rape Crisis Scotland - 08088 01 03 02
- ASIST (Domestic Abuse Court Advocacy Service) - 0141 276 7710

Housing & Homelessness

- Emergency Out-of-Hours Homelessness - 0800 838 502
- Shelter Scotland - 0808 800 4444

Animal Welfare

- Scottish SPCA - 03000 999 999

Top Tips

✓ Report repairs early

Small problems can quickly become bigger and more costly if left untreated.

✓ Test smoke, heat and carbon monoxide alarms regularly

A quick weekly check could save lives.

✓ Know where your stopcock and fuse box are located

This can help reduce damage and restore services more quickly during an emergency.

✓ Keep communal areas clear

Buggies, bikes and other items can block escape routes and create fire hazards.

✓ Help prevent damp and mould

Use extractor fans, open windows when possible and report any concerns promptly.

✓ Keep your contact details up to date

Make sure your Pineview has your current phone number and email address so you don't miss important updates.

✓ Save important emergency numbers in your phone

Having key contact details readily available can save valuable time when you need help.

Quick Reminder

🚨 If you smell gas, call 0800 111 999

🚨 If there is an immediate risk to life, call 999

Pineview Housing Association Ltd

5 Rozelle Avenue, Glasgow, G15 7QR

0141 944 3891

mail@pineview.org.uk

www.pineview.org.uk

Registered Society under the Co-operative and Community Benefit Societies Act 2014 - 2375R(S).

Registered Scottish Charity No.SC038237.

Registered Social Landlord, Scottish Housing Regulator registration no. HAC231.

Registered Property Factor No. PF000151.

HMO Licence - HMO01004