

2020 AGM – Chair’s Report to Members

I would like to thank all our tenants, customers, Committee, and staff, for making 2019/20 another successful year for the Association. The Coronavirus pandemic and the associated effects on our business and service delivery since March are recognised by everyone. We hope all our members and their families and friends are managing through these times and are keeping safe.

Before the pandemic and its implications, the Association had had another busy year and it is the pre pandemic activities I will mostly report on.

As ever, our volunteer resident and customer forum plays 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 the forum does and we would like to thank them for their time and dedication to the Association.

The forum had an especially busy year being involved in various activities including:

- Developing our Value for Money Statement
- Developing our 5 year property plan documents for tenants
- Reviewing the Drumcog common allocation policy
- Contributing ideas for Newsletter articles
- Pursuing local community updates with Councillors on matter of local interest
- Being a focus group for our ongoing customer satisfaction work
- And contributing to our proposal for a potential transfer of engagements from Kendoon Housing Association.

The Forum also help us design and develop our Charter annual report to tenants each year and we would like to say thanks to them in advance for the report due to be published this year.

If anyone would be interested in getting involved with the forum please just contact our staff team who will be happy to give you more details and introduce you to some members of the forum. The forum is a great group of local people who would welcome anyone wanting to get involved.

As well as the forum, we would like to thank everyone else who has helped achieve the successful running of the Association. This includes our committee, our staff, our members, and our tenants, residents and customers.

Thanks go to our dedicated Committee members for volunteering their time and experience to manage the strategic business of the Association and ensuring our ongoing success and viability. We welcomed two new committee members in the year who have brought further expertise and dedication to the Committee – thank you Matthew and Dan.

We also said goodbye to three members who resigned in the year for personal reasons – thank you to Gail, Asa and Jamie for their previous contributions.

Since April 2019 we welcomed 28 new shareholding members.

And a special thanks must also go to all our staff team for the all work they have undertaken throughout the year to successfully drive the Association forward.

PERFORMANCE and ACHIEVEMENTS

Pineview is committed to keeping our tenants homes safe and with modern facilities. In line with recent fire regulations Pineview continued to install new fire alarm systems which are now installed in the majority of our tenants homes. This programme of work had to be paused as a consequence of the coronavirus pandemic and government restrictions. We are currently working with tenants and contractors to complete this work as soon as we can safely.

During the year, pre Covid19, we carried on with our planned replacement boiler and kitchen works. This ensures that Pineview homes are kept updated and modern. As above some of this work had to stop in March and we are now working with tenants and contractors to restart work as soon as we can safely.

We also continued our cyclical maintenance works, including gas servicing, electrical safety checks, ground maintenance, gutter cleaning, painterwork, and roof anchor checks. Again some of these works had to be paused in March and we are now working with tenants and contractors to restart work as soon as we can safely.

We had another good year in terms of performance and satisfaction and the year- end results will be published in our annual report, which will be produced and issued to all tenants.

As reported in our newsletters throughout the year, our performance has remained high and compares very well with Scottish wide performance figures.

Our Annual Governance Review highlighted the strong and effective management of Pineview's business with the Association submitting its first Annual Assurance Statement to the Scottish Housing Regulator in October 2019. This year's Assurance Statement is being work on and will be submitted in accordance with regulatory requirements.

We ended the year in March by being selected as Kendoon Housing Association's preferred bidder for their transfer of engagements after submitting a detailed and considered application. This was a very positive end to the year allowing Pineview the opportunity to further our dedication to the local community of Drumchapel.

WIDER ACTION

We continued our wider action work in the community, including working with the Northmuir Community Garden group who continue to develop the local allotments and would welcome anyone who would like to get involved. We also continued our support of the local bike project, Wheel Fix It. These are two really great local projects run by local people to benefit the community. If anyone is interested in finding out more or getting involved, please let us know and we can give you more details.

Unfortunately due to some changes at Action for Children last year we were unable to secure a project. However, we are trying to get something else set up for the future as we recognise the importance of helping young people gain employment skills.

DONATIONS AND WIDER ACTIVITIES

The Association makes a number of donations each year. Our Rules state that the Committee shall set and review the policy on donations, that such donations must further

the objects of the Association and that the Committee shall report to the Members on donations. Our rules only allow us to make donations to registered charities.

I can report to members that we have a yearly budget of £1,000 for donations. During 2019/20, we made £780 worth of donations to a number of good causes, including Drumchapel Foodbank, Glasgow homeless winter shelter, Breast cancer now and Scottish cancer support.

In addition to donations, we also made contributions to local events and local good causes. We gave gifts, totalling just over £2,700 to local tenants, residents and members through various activities including AGM prizes and raffles, competition winners, pensioners xmas vouchers and lunches, and children's Christmas selection boxes. Our staff team also ran a reverse advent calendar and raised donations worth £500 for the Drumchapel Foodbank.

We also had our annual outing during August 2019 when over 60 tenants, children and grandchildren had a fun filled day in the sun at Heads of Ayr Farm Park. Unfortunately the 2020 annual outing has been another victim of coronavirus restrictions. Hopefully the virus will be brought under control and more restrictions lifted, to allow us to start planning safely for 2021.

Working with the other local housing association we also made contributions to other projects, such as the 2019 Winterfest.

AND WHAT ABOUT THE FUTURE?

While we have had a number of good achievements, we still have goals we want to work towards over the next year and further into the future.

Our primary focus for the current and immediate future is to continue to, safely, provide Pineview's high level of service to our tenants and customers while we adapt to, and with, the coronavirus pandemic and the Scottish Government restrictions. While frustrating, it is important for us to recognise that the Scottish Government restrictions and guidance is there to help keep our tenants safe, our wider customers safe, our staff and contractors safe, and to help control the infection rate in the country for everyone's safety.

In all our work we require to follow the Scottish Government coronavirus guidance to ensure everyone's safety. This means we have to think differently about how and when we do things. Following the government guidance our office remains closed to the public and our office based staff remain working from home, where possible. We do not yet have a date from the Scottish Government as to when we can open our office to the public – however, we have been undertaking preparatory work so that we can open and operate safely when allowed to do so.

In the meantime, we have adapted our working practices to allow customers to engage with us as they would do if the office was open, including through using telephone, texting, e-mail and virtual meetings. We are also looking to establish a live chat system on our website. We are already starting to resume some of our services that had been restricted and simply need to adapt the way we do things to ensure that what we do is safe for everyone.

As mentioned earlier, Pineview was selected as the preferred partner in the Kendoon transfer of engagements process. We have advised Pineview tenants through direct communications, our newsletters and our website, that we see this as a very positive step within the Drumchapel community.

The tenants of Kendoon have been let down for a number of years by their landlord. The majority of Kendoon tenants have had rent charges well above the Scottish average and have had little cyclical maintenance or planned renewal works undertaken to their homes. The Kendoon association has not been effectively managed and has had some serious governance failings. Pineview believes that it can give a much better service to the tenants of Kendoon both now and into the future, and as such we submitted a proposal for the Kendoon tenants to consider.

If the Kendoon tenants vote to transfer to Pineview, this is likely to take place either later this calendar year or early next. The existing Pineview tenants will also benefit from the transfer with the increased size and strength of Pineview allowing economies of scale and administrative savings, whilst increasing our staff team size and allowing more resources to be dedicated to continually improving services.

The Kendoon tenants will decide through a statutory ballot process if they want to join Pineview. The consultation process for this will be starting in the near future. Whilst there is no statutory requirement for Pineview tenants to be involved in the consultation process, Pineview would still like to hear our tenants' views - a transfer of engagements is a considerable business decision that will grow the Pineview community - it is very important to us to understand our tenants and residents thoughts.

There is more information about the proposed transfer on our website and any members or tenants who wants to know more can also contact our Director, Joyce, for more information by phone, e-mail or through a remote meeting.

We will keep you updated on our business and performance through our customer forum, our newsletters and website. As always any feedback is welcome.

Many thanks

Victoria Phelps, Chairperson
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