

Pineview Housing - How to contact us during the Covid19 restrictions

We hope that all our tenants, residents and customers are well and keeping as safe as they can in these unprecedented times. We would encourage everyone to follow the Government guidance to try to keep themselves and everyone else as safe as possible.

As Pineview is classed as a non-essential office our office remains closed. The Scottish Government will review this position every three weeks – we will keep our website updated on developments. This does not mean that our work is non-essential, obviously being available to help and assist tenants, residents and customers is essential. However, it is not essential that our office is open to allow us to do this.

The government guidance shapes what we are allowed to do and we require to follow this. At time, this may mean that we are not able to carry out all services that we normally do, such as routine repairs, but if we are allowed to do something we will strive to do so.

Our estate caretaking team are still out and about doing estate work where it is safe to do so. Our staff have various personal protective equipment materials to use to keep themselves and others safe. We would ask that all tenants, residents and customers help with this by wearing face coverings and keeping the two meter distance between them and any staff when they are out and about.

Although our normally office based staff are not at the office all the time, and we cannot open to the public, our staff team are still working our standard hours. In line with the Scottish Government guidance, where possible our office based staff are currently working from home, and have resources to deal with any customer queries by e-mail, text, phone and online meetings. The team are still working very hard to try and keep everything as “normal” as possible.

E-Mail and Online Contact

If you need advice or assistance from us during this time please use our website contact form or email us through mail@pineview.org.uk and we will be in touch. We also have software that allows us to invite tenants, residents and customers to online meetings – all we need is an e-mail address to send you an invite – please let us know if you would like such a meeting.

Text

If you would like to text us a message please do so using the number 07418347038. Please remember to give us your name, address and mobile number to text or phone you back on.

Telephone Contact

If you do not have access to our website or do not have access to e-mail, please telephone our main office number (0141 944 3891) and your call will be diverted to a staff member to answer. If we are busy on the phone, please leave a message giving your name, address, contact number and some brief details and someone will call you back.

Emergency Contact

If your contact relates to an emergency repair outwith our normal working hours (Mon – Thurs 9.00am to 5.00pm, Fri 9.00am – 4.00pm), please contact City Building on 0800 595 595.

Are You Vulnerable?

If you are vulnerable and need advice on who to contact for help, please let us know. Please contact us to discuss and give us your current telephone number or e-mail address so we can help.

Rent Payments

We want to let you know that we are here to help and support you through these times – do not sit at home and worry when you can talk to us. If you need help or assistance with any rent matters, including alternative payment methods, please just let us know. Please contact us now – the sooner you make contact, the sooner we can help.