

Pineview Staff Working Arrangements

From Monday 28th February 2022

With the easing of some of the Covid 19 restrictions we have been reviewing our working arrangements. In line with Scottish Government guidance and requests, most of our office staff have been working from home since March 2020 and only working in our office where this was required for appointments with customers or for staff wellbeing.

While we have not been using the office full time, our staff team have still been working full hours with some of it from home, some of it out on our estates, and some of it at customers homes (where it was safe to do so). Our estate caretaking team have been working in our areas each working day after the first lockdown in 2020, and they will continue to do so.

The Scottish Government is no longer asking us to have staff working from home as the default position, and we are instead being encouraged to consider, and where feasible, adopt a hybrid working arrangement. A hybrid working arrangement is where staff are allowed to work part of their working week from their workplace and part from home.

Whilst we are allowed to now consider alternatives to working from home, we are reminded that infection rates remain high and that Covid19 is still with us. While we learn to live with Covid19 our safe working procedures are as important as ever.

From the 28th February our staff team will be working on a rota system. As our housing

services team are the core to our customer service delivery, they will be leading on this. The rota system has been set up in a way to minimise risk by keeping numbers controlled in our office, ensuring staff in the office follow safe working procedures, and continue to take precautions when dealing with each other and our customers.

The system keeps numbers controlled whilst giving the greatest mix of team members that customer may want to interact with, and to allow our staff team members to interact in person – whilst it has kept us safe working from home for almost two years has been lonely.

During this first period of rota working, which we anticipate being in operation from 28 February to 31 May 2022, housing services staff team members will be required to work from our offices on Monday, Tuesday, Thursday, and Friday each week (unless there is a bank holiday).

Different staff may be working from the office on different days but there will always be staff in the office during the working hours of these four days.

Other staff members will also be able to work from the office but will largely make use of Wednesdays and other days when numbers working from the office are lower.

What Does All This Mean For Our Customers? See Page 2

Scheduled Office Closures

The staff team will not be available from 5pm on Thursday 14th April 2022 until 9am on Tuesday 19th April 2022 and from 4pm on Friday 28th April 2022 until 9am on Tuesday 3rd May 2022.

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

In this issue:

Getting involved in the association
Page 4

Give your Rubbish a Second Chance
Page 7

Well Fed
Page 7

Lower your energy costs
Page 8

The Kinfauns Centre
Page 11

Create your own sensory space
Page 13

The Kendon Promise Update
Page 17

Our Working Hours

**Monday – Thursday
9.00am until 5.00pm
Friday 9.00am – 4.00pm**

We will now be able to offer appointments for residents who would like to visit us in the office. If you would like to make an appointment to visit our offices to speak to a member of staff, you can now arrange this by calling us on 0141 944 3891.

We can arrange telephone or video appointments to speak with customers out with these times if required. Please contact us on 0141 944 3891 or mail@pineview.org.uk if you require alternative arrangements.

We are also happy to visit you at home.

Pineview Staff Working Arrangements *(Cont. from front page)*

What Does All This Mean For Our Customers?

Here are some common questions and answers.

Q. Will staff still be available to contact each working day?

A. Yes. All our team will still be working their normal contracted hours and there will always be team members available during our working hours – Mon – Thurs 9.00am – 5.00pm, Friday 9.00am – 4.00pm.

Q. How can I contact staff?

A. There are a range of contact methods available to our customers including:

- Telephone: 0141 944 3891
Email: mail@pineview.org.uk
- Contact us by MS Teams.
- Contact us using Near Me.
- Use the Contact Us form on our website - <https://www.pineview.org.uk/contact-us/>
- Request a call back via Text Message: 0741 834 7038
- Facebook: @pineviewhousing
- Make an appointment for a team member to visit you at home or for you to visit our office

Q. Is the office open?

A. Yes and No! If customers make appointments, the office will be accessible for the appointment date and time to see a member of our team. The office will not initially be open for anyone just to drop by without an appointment. This is to help us control numbers in the office and mitigate infection risk. This will be kept under review, and hopefully as infection rates reduce, we can consider other arrangements.

Q. Are there conditions for me having an appointment in the office?

A. Yes. To keep everyone safe we will only have two customers in the office at any one time. No one displaying covid symptoms will be allowed into the office and customers will be required to confirm this before entry. If visiting us at our office you will have to social distance, wear a face mask, and use the sanitiser provided. To help us keep everyone safe, we're asking customers to initially stick to a one-in-one-out rule at our office and we will control this through appointments.

Q. When will the office open fully again?

A. We are keeping this under review. Even before covid there was not a great number of customers who came to our office, and most who did made an appointment in advance. We are not anticipating a surge in customers wanting to visit the office, especially as we are working more so that our team members visit customers at home. However, we will be keeping this under review and will keep customers updated with any changes.

Q. Can I pay my rent in cash at the office?

A. No. We do not have facilities to take cash rent payments at our office. If you need help about how to pay your rent, please contact us and we will advise. We use the Allpay system and there are several options for making payments.

Q. What if I need an emergency repair outwith working hours?

A. If you have an emergency repair, that cannot wait until our working hours, please call our emergency contractor on 0800 595 595.

Our Mission Statement

“Pineview Housing Association aims to provide quality affordable homes, and deliver excellent service through listening to and engaging with our customers”

Our Vision

Pineview Housing Association – Putting People 1st

Our Values

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

- Diligence** – working conscientiously and to a high standard
- Integrity** – being open, honest, and fair
- Resilience** – continuously learning, developing, and adapting
- Dignity** – treating everyone with respect and compassion
- Community** – engaging, collaborating, and including.

Updated sections of our business plan can be found on our website - <https://www.pineview.org.uk/business-plan-budgets-and-management-accounts/>

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.

New Starters at Pineview

Calum McLeod – Senior Maintenance Officer

Calum joined Pineview in January after almost 40 years spent in the build environment, 25 of them in building maintenance. Calum is fully committed to the principles of social housing and providing first class services to customers.

Calum commented “Joining Pineview as Senior Maintenance Officer will present me with the platform to use my skills, knowledge and experience to ensure that our maintenance programmes provide a positive experience for our customers.”

Caitlin Gillespie – Housing Assistant

Caitlin joined us at the end of February and will be part of our front-line team taking calls and enquiries from customers.

Caitlin is new to housing and is looking forward to getting to know her new colleagues and customers.

Consultation Corner

How to Get Involved with Your Association

There are a number of ways for you to get involved in the work of the Association, the four main ways being:

- **Joining the Management Committee**
- **Joining the Resident and Customer Forum**
- **Adding your details to our Consultation Register**
- **Contacting us at the office when you want to know more**

We are always looking for ways to have more residents and customers involvement, if you have any suggestions for getting involved or for improving our services please contact Isobel at our office to let us know. We need your input to help us make sure our services meet the needs of our residents and customers. We can't always do everything that everyone wants but we need to know what you want so we can try to meet your expectations or at least be able to explain to you why we cannot.

You can contact the Association or keep updated with our news in a number of ways:

Telephone: 0141 944 3891

E-mail: mail@pineview.org.uk

Website: www.pineview.org.uk

Resident & Customer Forum

The Association has an active Resident and Customer Forum, and we would like to remind you that you would be more than welcome if you wish to get involved. The Resident and Customer Forum normally meets monthly in our office; however, these meetings are currently taking place virtually via MS Teams due to Covid19 gathering restrictions.

Our 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 undertaken by the forum and would like to thank them for everything they do. The forum is a great group of local people who would welcome anyone wanting to get involved.

The Forum is different from the Management Committee in its purpose and what it does. The Management Committee is the governing body of the Association and sets the strategy and policy for the work of the Association and employs staff to achieve these.

The Forum does not get directly involved in this work but looks instead at specific areas of work to see if there are ways to improve service provision for residents. Any suggestions it has are then notified to the Management Committee to consider. The Forum, therefore, is a very important part of the Association.

If you are interested in getting involved, please do not hesitate to contact our Senior Housing Officer, Robert Reid (r.reid@pineview.org.uk) for more details.

Also, if you have any suggestions for other ways in which you would like to become involved or any topics or service areas you would like the Forum to look at please let us know.

Consultation Register

Maybe you are someone who prefers not to get involved with groups and prefers not to come along to meetings? Well, that is okay, and it does not mean that you cannot get involved.

We have a Consultation Register of customers just like you interested people who want to know about matters we are consulting on, and who want to have the option to give their views without being part of a group or coming to a meeting. If you would like to be added to our Consultation Register please just e-mail us to advise – mail@pineview.org.uk naming the subject of your e-mail "Request to join consultation register", or give us a phone and let the team know you want to have your details added.

Customers views are very important to us and help us review and shape our services to better meet customer needs, wants and aspirations please share with us!

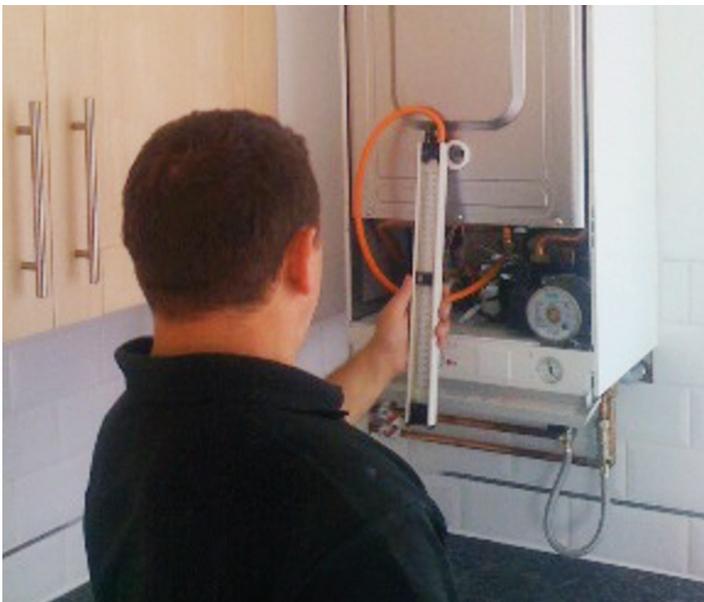
Gas Servicing and Boilers

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.



Smoke Alarms

Smoke Alarms & CO Alarms (Carbon Monoxide) – All smoke & CO alarms installed in Association properties should be tested at the time of the annual gas service. If any of the alarms are faulty the Association will have them replaced. You should also test your alarms weekly and let us know if there are any issues. Smoke Alarms & Co Alarms save lives – please help protect your family and home by testing weekly.



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.

Legionella - Reduce Your Risk

The risk of contracting legionella in the domestic home is minimal and most protection from legionella has to be undertaken by people actually living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:

- 1. You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.**
- 2. You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.**
- 3. If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.**
- 4. You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.**
- 5. Temperatures above 60 C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60 C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.**

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.



Give your rubbish a second chance

All the information you might need including:

- collection of bulk items following the change made by Glasgow City Council last year
- collection days in your area
- Recycling bins
- How to report a problem with a bin in a public area

can be found at <https://www.glasgow.gov.uk/index.aspx?articleid=15893>

It is important to keep the area we live in clean and free from rubbish which will help deter rodents, foxes etc from coming into the area particularly when the weather is likely to become warmer over the next couple of months.

Reporting Environmental issues such as litter, dog fouling, graffiti, fly tipping and fly posting can be reported through the GCC website:

<https://www.glasgow.gov.uk/index.aspx?articleid=15903>

or by calling them direct to the main switch board on 0141 287 2000.

Well Fed Scotland

Well Fed Scotland is a local community organisation established in 2017 that utilises surplus food to operate a community café, catering business and take away service at the weekends.

Profits are used to help build strong communities. Their premises are at 870 South Street.

Some of the groups and services on offer are:

Monday

Homework Club – 3pm to 5pm – the kids can get help with their homework, have a play, and then get a healthy meal.

Tuesday

Parent and Child – 10am to 12noon – for parents and carers of children of all ages. Drop in any time between 10am and 12noon and have a chat with other parents or carers while the kids play in our heated outdoor area.

Thursday

Parent and Child – 10am to 12noon as Tuesday

Painting Posse – 10.30am to 12.30pm – this is an adult painting class which will take you through a different art piece each week. A packed lunch is served. You must register to attend this group.

Boxing Club – 4.30pm to 5.30pm – for kids aged 8 to 15 – they will be trained in the discipline of boxing by trained professionals. You must register to attend this group.

Boxing Club – 6.30 to 7.30pm – for adults as above

For more information, please contact

Well Fed Scotland:

Phone - 0141 954 7720

Email:- enquiries@well-fedscotland.org.uk

Facebook:-

<https://www.facebook.com/wellfedscotlandcic>



Lower your energy costs...

As we are all too aware the cost of our energy is due to sore following the removal of the energy price cap. There are things you can do to help reduce your energy usage:

- **Fit low energy light bulbs throughout your home**
- **Turn off electrical appliances at the socket and do not leave on standby**
- **Wash laundry at a cooler temperature**
- **Hang laundry outdoors to help dry (even on a cooler day) rather than tumble dry**
- **On sunny days open blinds and curtains and let the sun heat your room**
- **Keep windows closed but do not close or block your trickle vents**
- **Keep your thermostat at 19 or 20 degrees**
- **Make sure your radiators are not blocked with furniture, washing etc**



There is also some financial help that may assist you in paying your energy bills:

The Warm Home Discount Scheme

You can get £140 off your electricity bill either off your bill or as a credit on your pre-payment meter.

To find out more check out www.gov.uk and search "warm home discount scheme."

Winter Fuel Payment

This is an automatic annual one-off payment to help with energy costs. You should automatically qualify for this payment if you were born before 26/9/1955.



Cold Weather Payment

This is a one-off payment to help with extra heating costs when it is very cold. To qualify you need to be on certain benefits:

- Pension Credit
- Income Support
- Income-based Jobseekers Allowance
- Income related ESA
- Universal Credit

This is paid automatically when the temperature drops below a certain level for a set time.

The Energy Trust

Some energy suppliers are involved in the Energy Trust. This is a charitable trust that you can apply to if you are struggling with energy debt. You will have to provide detailed information about your finances and prove that you have sought debt and budgeting advice before applying to this Trust. Please contact your energy suppliers for more information of their scheme.

Glasgow City Council can provide advice to households on energy through G Heat telephone 0800 092 9002

Allocations

With the further easing of Covid restrictions Pineview Housing are now letting houses in a similar fashion to the way we were before the first lockdown but still with safe measures in place.

Applying for a house

You can apply online and submit an application via our website at:

<https://www.pineview.org.uk/apply-for-rehousing/>

You can either complete and submit online or download an application for completion and return to our office. If you have a medical condition that is adversely affected by your current housing situation, you may also complete/download a medical application and submit for assessment.

If you do not have access to the internet, you can contact the office (0141 944 3891) and these forms can be sent to you in the post. Supporting documentation can be emailed into the office at mail@pineview.org.uk or posted to the office.

Once your application has been assessed you will receive a letter to acknowledge receipt and to advise you on the points we have awarded you based on your needs.



Updating or checking your application

Because of the length of time that the office has been closed we have been limited in our abilities to carry out face to face interviews to allow you to update, check or seek advice on your application.

We can however carry out meetings over Teams, Zoom and now Near Me video calls or call to make an appointment to visit the office.

You may have used Near Me when you have been dealing with the NHS since the first lockdown. If you wish to do this, please contact the office and an appointment can be set up.

You can also call our office on 0141 944 3891 at anytime during office opening hours.

Letting of houses

Pineview Housing are still trying to minimise contact as recommended by the Scottish Government. As such any signing of paperwork to set up a new tenancy will be carried out at the property during your viewing rather than doing this at the office.

If you have any questions about the process do not hesitate to contact the office on 0141 944 3891



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.



- 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), Darajeet Jagpal, by: e-mail at pineviewdpo@infolawsolutions.co.uk; telephone on 07575 838 625; or writing to:

The Data Protection Officer, Pineview Housing Association Limited, 5 Rozelle Avenue, Drumchapel, Glasgow, G15 7QR.

Winners - Rent Consultation Feedback

All residents who responded to the Rent Consultation article in our last newsletter were entered into a prize draw.

Five lucky winners each received a £20 love 2 Shop voucher.

The winners were as follows:

R Cairney
Broadholm
Area

D O'Callaghan
Waverley
Area

E McManus
Pinewood
Area

G Hollinsworth
Waverley
Area

B Rodgers
Cairnsmore
Area

Well done to all!



The Kinfauns Centre

As you may be aware the Kinfauns Centre has been refurbished and brought back into local community use. There are various groups and businesses operating from the centre, such as:

- **Force Taekwon-do**
- **Carries Dance Company**
- **Deachkalek Muay Thai Boxing and Fitness**
- **Coco Beach Tanning**
- **Café Tropicali**
- **Lunistics**
- **Acrabell Beauty**
- **Nova Hair**
- **Cakes by Darcy**
- **Carene's Creations**
- **Hair by Ashley**
- **Deans Electrical**
- **Pristine Books**
- **Digiview Glasgow**
- **Yogability**
- **Tea Dance**
- **Lush Lounge by Jodie**
- **Kiddies Rock**

So why not pop along to Café Tropicali and have a cuppa and chat with the staff at the centre and find out what's going on or you can find them on Facebook by clicking here –

<https://www.facebook.com/groups/202257691471728>

Garden Season



It might not feel like it with weather forecast including high winds, sleet, and snow however Spring is just around the corner and with that comes better weather and lighter nights.

This will also mean people will be able to spend more time out and about in our community and enjoy sitting in our garden and communal areas.

We would like to remind all tenants of their responsibility to maintain gardens in a good condition with grass kept short, hedges trimmed, and weeds removed.

With the government restrictions lifting further we will also this year hopefully return our garden competition in late summer.... Good luck to you all.

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.

Pineview has been preparing for these requirements and we need to report on these to the SHR from April 2022. We will be continuing with our work and will keep our customers updated on what we are doing and when. This work is not new to Pineview and will form part of our Equalities Strategy.

If you would like to know more in the meantime, please just let us know.

Creating your own sensory space

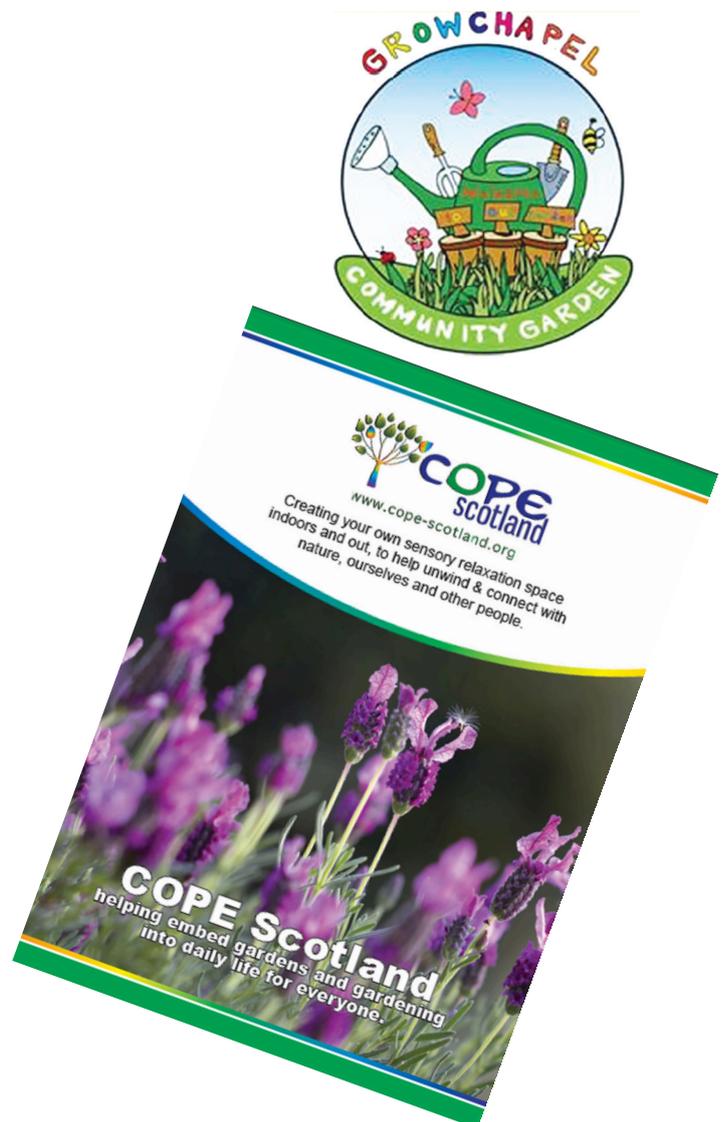


COPE Scotland was delighted to work with Growchapel the community allotments in Drumchapel, including the creation of what will be the 'Scented sitooterie' being designed by Enable (Thomas Fortune)

So many people asked what a scented sitooterie was; a place which is in nature and is a sensory garden that you can also have a chat in. COPE decided to make a wee booklet for people interested in creating their own sensory space, indoors or out to relax.

We hope you find the wee booklet of interest. Being around nature supports our wellbeing.

Please click the link here for more information, useful contacts and websites for wellbeing.



<https://www.cope-scotland.org/wellbeing-tips/entry/creating-your-own-sensory-space>

Pineview applies for Tenant Grant Fund to help tenants in arrears because of Covid-19

The Scottish Government has provided a fund of £10 million to assist private and social rented tenants who have built up arrears due to Covid-19 pandemic.

The aim of the grant funding is to help prevent homelessness and encourage tenancy sustainment by directly reducing, alleviating or paying off rent arrears which were caused by the Covid-19 pandemic and related restrictions.

Pineview has successfully applied to the Fund for £8,519.55 of grant to help nine of our families whose employment was directly affected by the pandemic and who got into arrears as a result.

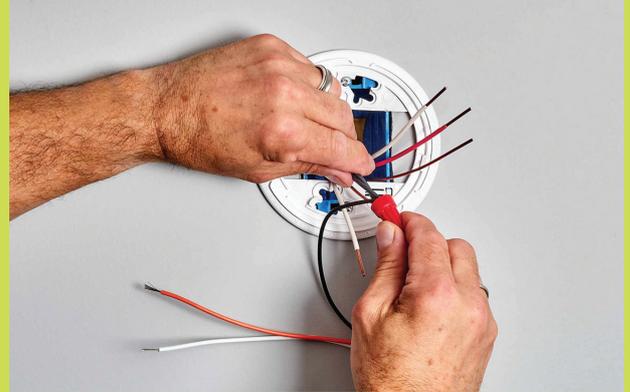
The payments will be made directly to the rent accounts of the families, and we will now work with them to reduce and pay off any remaining arrears.

Update on Magnus Detector Contract

As many of you will be aware, new Health and Safety regulations relating to smoke detectors came into force on 1st February 2022.

The Association wishes to thank all our tenants who have allowed access and arranged appointments for this important work to be carried out.

You have all played a role in ensuring the safety of those within your home, and all in the immediate vicinity.



Social Tariffs

You may not know this but discounted broadband tariffs are available to people on certain benefits. These are called social tariffs.

Examples of social tariffs are:

BT Home Essentials and BT Home Essentials 2 which are priced at £15 and £20 respectively per month.

If you already have broadband or are thinking about getting it see if you can save yourself some money by enquiring if they have a social tariff and if you are eligible for it.

<https://www.bt.com/exp/broadband/home-essentials>

Rent Arrears - change to Notice of Proceedings

We will always aim to work with tenants who get into rent arrears to help you make an arrangement to pay the arrears within a reasonable timescale

However, if your rent account is in arrears by more than two months, we will normally serve you with a Notice of Proceedings.

This is the first stage of the legal process which can result in you being evicted from your home for non-payment of rent.

When we issue a Notice of Proceedings, there is normally a four-week period before we can take further

legal action. During the Covid-19 emergency, the Scottish Government extended this period from four weeks to six months.

Please be aware that this extension to the notice period will no longer be in place from 30th March and the period between issuing a Notice of Proceedings and taking further legal action will once again be four weeks.

If you are having difficulty paying your rent, please get in touch with us so that we can help you avoid legal action.

The Kendon Promises Update - Summary

Delivering on Our Promises

As part of the work before transfer we made several promises to the then Kendon tenants. These promises revolved around providing the same level of services to tenants that Pineview tenants get and which KHA tenants had only recently started getting. Pineview is committed to delivering on the promises we made. As part of this, we will be reporting on what we have done each quarter to our tenants, our Customer Forum, our Committee of Management and the Scottish Housing Regulator. We will publish this information on our website, so it is publicly available. We will also refer to it in our newsletters to remind everyone that it is there and being reported on.

The promise performance reporting allows customers to see what we are doing and to hold us to account if they think we are failing on any of our promises. The reporting will take the format of detailing what the key objective was; what was the transfer requirement to improve outcomes for tenants; what Pineview said it would do; and what Pineview has done to date.

It is important to understand that there is an ongoing commitment to retain the improvements made and promises will be kept under review.

While the Covid 19 restrictions have impacted on what we have been able to achieve, a lot has still been achieved and Pineview is committed to continuing with improvements.

What has been Delivered?	Why was this required?
<p>Rent reductions: Pineview rent setting policy implemented from 01/04/21. More than 84% of tenants had a rent charge decrease in April 2021. Any rent increases due were capped. For 2022/2023 rents a 2.6% increase to non-capped rents (less than half the current published inflation rate). Capped rents to increase by October CPI of 4.2% only.</p>	<p>Kendon rents were high and greater than the Scottish averages, without value for money for tenants.</p>
<p>Improved repairs service: Pineview systems implemented from date of transfer 01/02/2021. 97% satisfaction from Kendon area to 31/03/21 (ARC reporting period). From 01/04/2021 = 1 expression of dissatisfaction, and matter subsequently resolved to tenants satisfaction. Additional kitchens & windows bought forward to 2022/2023 budget. Surveys in next couple of months to identify other potential works and then consult again with tenants.</p>	<p>Kendon tenants reported a history of Kendon Housing Association (KHA) not actioning reported repairs. There was a history of a lack of investment in tenants homes.</p>
<p>Loan Debt Repaid: Pineview repaid the bank loans outstanding against Kendon stock, allowing investment in homes to be planned and savings made on interest payments.</p>	<p>The covenant requirements of some KHA loans created obstacles to investing in Kendon homes.</p>

Continued...

The Kendon Promises Update - Summary (Cont.)

What has been Delivered?	Why was this required?
<p>Maintenance works to achieve health and safety compliance:</p> <p>Work has been undertaken to ensure health & safety requirements met.</p> <p>Roof anchors annual safety inspections checks currently being arranged with the contractor; periodic electrical testing – still on track for compliance by end March 2022; detectors only 2 properties outstanding due to no access issues; gas servicing – 1 property one day late: tenant notified of covid on last day due & full specialist PPE had to be arranged to carry out the servicing.</p>	<p>These requirements were not given due priority by KHA and could have endangered tenants and contractors.</p>
<p>Property asset management established:</p> <p>Pineview's asset management system has been updated to incorporate stock in the Kendon area. This will allow effective planning for future improvement works and investment in homes.</p>	<p>KHA had no effective asset management system or investment plans for future improvement works.</p>
<p>Community wider action funds set aside:</p> <p>£10,000 per annum for 5 years has been set aside for community regeneration projects. Consultation on what tenants would like to have this money spent on identified three key priorities – youth activities, measures to prevent anti-social behaviour and environmental improvements.</p> <p>Projects identified in partnership with GCC to be implemented where possible by March 2022:</p> <ul style="list-style-type: none"> • Planters in Kendon Avenue & aim to develop a biodiversity corridor • Wind turbine for the Growchapel project • Gazebo for the Growchapel project • Funding for the G15 project to provide street engagement and bespoke activities for young people in the area • Funding the PPEK project to provide workshops and activities for young people in the area • A workshop with the Wood Project for young people to build a bench to be located in the local area • A workshop for young people with Wheel Fix It to provide the opportunity for young people to obtain a bike <p>Christmas vouchers to tenants over 60 delivered personally.</p> <p>Pineview took the lead in a community benefit project with St Marks regarding the community kitchen.</p>	<p>KHA had not invested in any wider action activities with the area, nor had there been any meaningful engagement with tenants.</p>

Continued...

The Kendon Promises Update - Summary (Cont.)

What has been Delivered?	Why was this required?
<p>Estate caretaking service introduced: The Pineview estate caretaking service has been extended into the Kendon area. This has created additional employment with a Drumchapel resident joining the team. Tenants have commented on the improvements this service is already making.</p>	<p>KHA had not invested in the estate caretaking of the Kendon area, despite requests from tenants to do so.</p>
<p>Resident & Customer Forum: Residents in the Kendon area have been invited to join the Forum. The purpose of the Forum is to provide tenants with a voice in how services are shaped, determining priorities and holding the Association to account. Tenants have expressed an interest in getting involved and it is hoped that at least two will join shortly.</p>	<p>There had been no forum for KHA tenants and little opportunity for them to be involved and to shape service provision or give feedback on the work of their landlord.</p>
<p>Tenant engagement and consultation: An engagement and consultation exercise started during the summer to get tenants views on priorities for spending, property improvements and services delivery. The results of this are being fed through to the service delivery priorities of the Association. Engagement and consultation activities will be ongoing. Feedback gained from the rent increase survey to be followed up by managers.</p>	<p>There had been little engagement or consultation with KHA tenants and little opportunity for them to be involved and to shape service provision or give feedback on the work of their landlord.</p>
<p>Achievement of cost savings: Secured gas maintenance contract savings. Reduced costs with only having one office. Working to negotiate improved prices/service given strength of coming together. Reductions in combined overhead costs. From 2021 only one cost for committee appraisal as one organisation rather than two. Savings being made in membership and services where increased cost for larger organisation but still less than paying for two separate organisations Any savings help keep costs down and therefore rent charges.</p>	<p>As a small housing association KHA had less ability to try to achieve cost savings or improved services. There were many fixed overhead costs, without economies to minimise impact.</p>
<p>Performance management reporting: Quarterly performance outcomes reported to Committee of Management and Forum to allow them to monitor what is being achieved and to determine remedial action where required. Quarterly reporting on performance to residents and customers. Performance, good or bad, reported quarterly through our newsletters. Feedback gained from the rent increase survey to be followed up by managers.</p>	<p>There was little effective performance reporting to the KHA management committee or to residents or customers. This meant it was difficult to hold the Association to account.</p>

Continued...



The Kendon Promises Update - Summary (Cont.)

What has been Delivered?	Why was this required?
<p>Reduction in empty homes and improved standards: In line with Pineview services, any empty homes are brought up to the Pineview standard and let to a housing applicant needing a home as soon as possible. This means someone who needs a home is housed quicker and there is less void rent loss. It also means that homes are not left empty and are therefore less likely to attract vandalism.</p>	<p>There was no urgency to letting empty homes at KHA, and no acceptable standard for the condition that homes should be in before let. This resulted in a lot of money being lost unnecessarily, which only costs other tenants eventually through rent increases to cover costs. It also resulted in low satisfaction from new tenants due to the condition of the property allocated.</p>
<p>Home adaptations: Extra grant has been secured to allow more adaptations to be carried out to tenants homes due to medical or similar conditions.</p>	<p>As a small housing association KHA had less access to grant monies for such work.</p>
<p>Additional staff to assist tenants: Pineview recruited additional staff to ensure service delivery for tenants. The enlarged staff team means that customers should always be able to make contact and get matters dealt with quickly and effectively. Appropriate welfare benefits services have also been bought in to assist tenants with specialist advice.</p>	<p>As a small housing association KHA had a smaller staff team and due to absences and holidays there was not always sufficient cover to deal with customer queries.</p>
<p>Improved governance and management: By becoming part of Pineview the ex KHA tenants now have a landlord who has high standards of governance and management. Pineview has been successfully governed and managed for a long time and the ex KHA tenants have the security of this now.</p>	<p>The Committee of Management at KHA did not have the correct support, advice, and management support that they required to fulfil their role as committee members and charity trustees.</p>
<p>Improved staff management and support: Pineview takes staff management and support seriously, which has been recognised through accreditations such as Investors in People. Budgets are in place to support staff training and development, and an initiative is underway with Skills Development Scotland. Investing in our staff team allows them to develop and improve services to customers.</p>	<p>As a small housing association KHA had a smaller staff team and did not have, or did not provide, the resources to develop their staff team.</p>

Whilst a lot have been achieved since the transfer, there is still have much that Pineview want to do and want to achieve to improve the experience of our tenants and residents in the Kendon area. Pineview will report every 3 months on what has been achieved against the transfer promises made. This quarterly update will be published on our website -

<https://www.pineview.org.uk/2021-transfer-promises-outcomes/>

Performance

Pineview is committed to being open to our customers about our performance and sharing this with customers. We discuss performance with our Customer and Resident Forum and produce information for our newsletters and Annual Charter Report in agreement with the Customer and Resident Forum. If you are a customer who would like to be involved, either through the Forum or separately, please contact Isobel at our office for more information.

Performance to 31 December 2021 – Highlights

What We Measure	Our Target	Our Performance
% tenancies sustained for more than 1 year	>90%	100%
Emergency Repairs: Average Completion Time	4 hours	3.10 Hours
Non-Emergency Repairs: Average completion time	4 Days	3.8 Days
Average Time to Respond to Stage 1 Complaints	5 Days	4 Days
Rent Collected as % of total rent due	>96%	98.28%

For more performance information visit our website where you can read our quarterly performance reports, Annual Charter Report, our Annual Financial Statements, our SHR Landlord Reports, our SHR Engagement Plan and our Business Plan.

<https://www.pineview.org.uk/performance/>

Glasgow Women's Aid

Aged 13-19 and worried about your relationship?

If you are aged 13-19 and worried about the behaviours of someone you are dating – ENOUGH!! – confidential and free help and advice is available to you.

Glasgow Woman's Aid want to help you and have released various information with advice and guidance. All information can be found at www.pineview.org.uk.

If you wish, the Association can also make a referral to Woman's Aid on your behalf. If you would like our involvement, please contact us in confidence through mail@pineview.org.uk or by calling 0141 944 3891.



2022 Rent Charges and Management Fees Review

The Association reviews its income requirements every year and works hard to keep the charges affordable, whilst ensuring there are funds to undertake our ongoing work.

We forecast into the future to make sure there will always be sufficient resources to provide services and maintain homes and areas. The long-term financial projections of the Association are based on rents increasing by CPI only each year and we traditionally use October CPI for this purpose.

In “normal” times the 2022 charges would have had an increase at the rate of the October 2021 CPI of 4.2%. Given the difficulties many are facing, the Management Committee consulted with residents during December 2021 and January 2022 on lower increase options. This gave residents the option to give their views on lower increases, whilst confirming that this would have an impact on future finances and what the Association can do.

Consultation responses:

Option	% of responses choosing option
2.6% (Sept CPI less 0.5%)	75.4%
3.1% (Sept CPI)	21.7%
3.6% (Sept CPI plus 0.5%)	2.9%

The Management Committee considered the responses at the January 2022 committee meeting and decided on an increase of 2.6% for all non-capped charges (over 96% of rents), recognising the difficult financial position many people are currently facing.

The restrictions on the capped rents increase and the non-capped rent increases has a great impact on the short, medium and long term finances of the Association. Whilst the impact is not massive in the first year (2022/23), the reduced income is compounded over time and has a much greater impact as time goes by. Below details the impact in year 2022, over 10 years and over 30 years.

Impact of reduced rent increase applied 2022	
2022 cashflow loss	£57,000
10-year cashflow loss	£557,000
30-year cashflow loss	£2,220,000

We are extremely grateful to everyone who took part in the consultation and provided feedback.

Visit our website www.pineview.org.uk for a detailed report on the consultation and outcome.

Here is one of our properties during a void period where we installed a new kitchen, we also had paintworks throughout the property and cleared out remaining items. Please note if you are ending your tenancy, please remove all belongings prior to handing your keys in this will help the association let void properties quicker and will also save being charged any charges due to costs of clearing.

BEFORE



AFTER



BEFORE



AFTER



G15 Buses serving the NHS

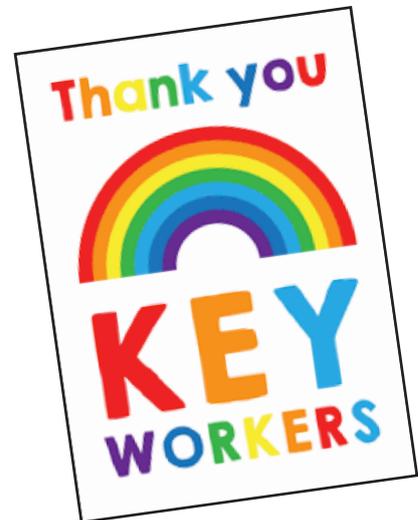
SERVING
NHS
Greater Glasgow
and Clyde

DRUMCHAPEL CONNECTOR

A regular minibus service for G15 area

If you live or work in Drumchapel or Blairdardie, we can take you to any of the above. Door to door.

To register, text or WhatsApp G15 to 07927 897199



Pineview Housing Association would again like to say a huge THANK YOU to all the key workers in our local and wider community. We know that there are many, many key workers who are working to help the rest of us stay safe.

Every single one of our key workers are very much appreciated, whether you be NHS staff, care workers, shop staff, transport workers, bin-collectors, cleaners, post office workers or emergency services THANK YOU.