

Competition Winner

Congratulations to our Spring newsletter competition winner Olivia Johnstone. Olivia designed a zero tolerance dog fouling poster. She won £25.00 worth of love to shop vouchers and her winning poster will be displayed in all our areas.



In this issue:

Our New Website
Page 2-3

SHR News
Page 5

Consulation Corner
Page 6

Bogus Callers & Telephone Fraud
Page 7

Performance Update
Page 8-9

Business Plan Update
Page 10

Fly Tipping
Page 13

Maintenance News
Pages 16-17

Pride & Joy Nursery
Page 18

Office Opening Hours Standard Opening Hours

Our standard office opening hours are:
Monday - Thursday
9.00am until 5.00pm
Friday 9.00am - 4.00pm

We can arrange appointments to see customers out with these times if required. Please contact our office if you require alternative arrangements

2018/19 Public Holidays & Office Closure Dates

Our office will be closed on the following days:

Friday 13/07/18 to Monday 16/07/18 (Re-open Tuesday 17/07/18 at 09.00am)

Friday 21/09/18 to Monday 24/09/18 (Re-open Tuesday 25/09/18 at 09.00am)

For emergency repairs when the office is closed, please call City Building on Freephone 0800 595 595. For heating and hot water repairs to former district heating properties only, please call James Frew on 01294 468 113

Getting 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 (monthly meeting excluding July and December)
- Joining the Customer and Resident Forum (meetings normally the first Wednesday of each month)
- 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 resident and customer involvement, if you have any suggestions for getting involved or 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:

Visiting our office at
5 Rozelle Avenue,
Drumchapel, G15 7QR

Mon - Thurs 9.00am to 5.00pm,
Fri 9.00am to 4.00pm

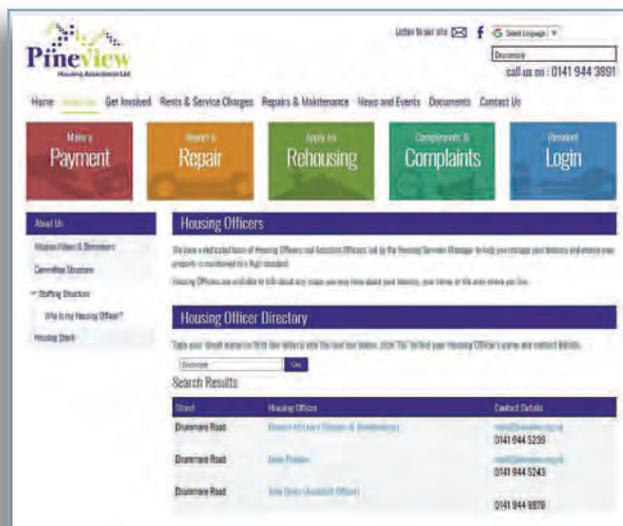
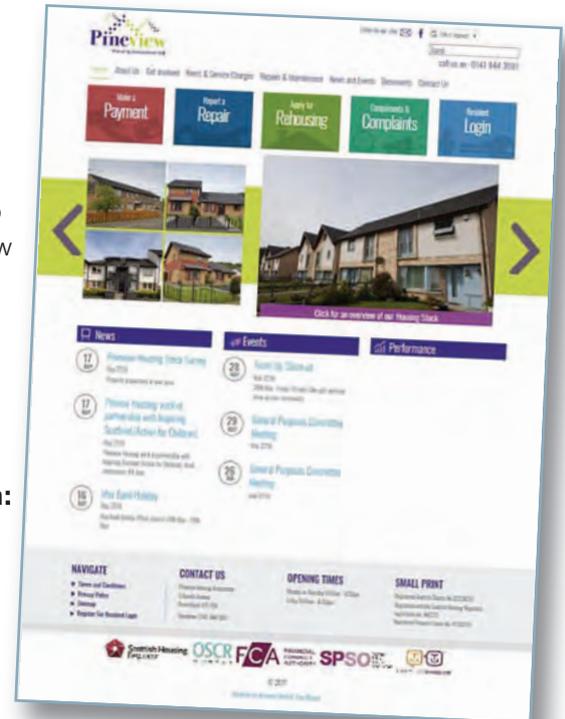
Telephone: 0141 944 3891
E-mail: mail@pineview.org.uk
Website: www.pineview.org.uk

Open All Hours: We are happy to announce that our new and improved website is now live!

The aim of our website is to provide another way to allow customers to find out more about the Association and our services. We hope that you will find the website useful and informative.

On the website you can:

- Make a Payment
- Report a Repair
- Apply for Rehousing
- Submit a Complaint or give us a compliment
- Access your account and property repair details
- Find out more about the Association, our committee, staff and the services we deliver
- Contact Us



We need your help to develop the website, what we need from you:

- Provide us with feedback or suggestions you have on what you would like to see/be able to do on the website.
- Send us news stories of special birthdays, anniversaries or events along with your pictures, comments or news of anything going on in our community.
- Visit our "Get Involved" page for details of how you can get involved in your local community

Our website has the facility to allow you to connect to your rent or factoring account where you can monitor your account charges/ payments and property repairs. This facility is called "Resident Login" and can be found at www.pineview.org.uk.

Through the resident login you can:

- View your account
- Print statements
- See repairs reported for your property



You can request to register for the Resident Login online if you have an email address by clicking on the Resident Login Box at www.pineview.org.uk. If you don't have an email maybe now is a good time to set one up. It's easy and free to set up a new email address. The best way to do this is to set up something called a webmail account. This is a type of email account that you can access from any computer by logging into your account securely. Typical webmail services include Google's Gmail (gmail.com) and Microsoft's Outlook.com (outlook.com). They're both reliable, free choices.

When you register on our website you will receive an email to verify your email address. It is important that you click the link in this email, as we will be unable to set your account up if you do not verify your email address.

Once you have done this we will confirm your registration request by issuing a letter to you in the post. This process is to ensure we take appropriate steps to maintain the security of your account details.

GDPR – The New Data Protection Regulations

By now, you will have heard about the new General Data Protection Regulation (more commonly referred to as the GDPR) which will apply from 25 May 2018.

The GDPR is the biggest change to data protection law in 20 years and will require us to tell you more about how we handle and use your information and who we share it with and why. Rest assured, we will not be using your information for any new purposes or sharing it with any new organisations. It will be business as usual, and we will only ever use your information to provide you with the services that you already receive from us.

The GDPR will also give you more rights in relation to the information we hold about you, including:

- the right to be informed about how we handle and use your information;
- the right of access to your information;
- the right to have your information corrected if it is wrong (and we agree with the change);
- the right to have your information erased (in certain circumstances); and
- the right to have your information transferred to another organisation.

We have been, and continue to, work hard to be ready for the GDPR on 25 May 2018 and compliant ongoing. To help us with this, we have recently appointed a Data Protection Officer (DPO), who has been busy reviewing our policies and practices. Our DPO details are as follows:

Daradjeet Jagpal
Pineview Housing Association
Data Protection Officer
DD: 07575 838 625
pineviewdpo@infolawsolutions.co.uk

We will be issuing you with updated paperwork in respect of GDPR requirements and making changes to our new website to comply with the GDPR (these are likely to have happened by the time you receive this newsletter).

We will keep you updated on all developments with this.

Dog Fouling – Anti Social

Pineview Housing would like to remind ALL dog owners that allowing your dog to foul without disposing of it properly is against the law - Dog Fouling (Scotland) Act 2003, and in breach of your tenancy conditions. This applies to anyone visiting your property too.

You can be fined by Glasgow City Council/taken to court if you refuse to pay this fine and then have to sign an Acceptable Behaviour Contract for breach of tenancy conditions.



We all have a duty to be responsible dog owners.

If you witness anyone responsible for this unacceptable behaviour in your community, please get in contact with your Housing Services Officer (Janie Preston or Murray Landale) in complete confidence with the details so that we can work to stop this type of behaviour. Alternatively you can report incidents direct to Glasgow City Council's Environmental Task Force on 0141 287 9700, twitter - @theenvtaskforce or Facebook – Envtaskforce. Alternatively you can download the App – My Glasgow app.

Welfare Benefit Adviser

This is a reminder that we can offer you an appointment for assistance with any housing benefit issues you have or if you would like to have a benefit check carried out to see if you are entitled to housing benefit or to apply for any other benefits that you may be entitled to (ie Discretionary Housing Payment).

If you would like to meet with the Welfare Benefits Adviser then please contact our office on 0141 944 3891 and we will be happy to arrange an appointment for you.

This is a free service offered to all our customers and appointments are available at our office on a Friday morning between 9.30am and 11.30am.

Discretionary Housing Payment

If you are receiving housing benefit or housing costs within universal credit but are still having difficulty meeting your rent payments, you may be able to get extra help from the Discretionary Housing Payment (DHP) Fund.

Priority is given to applications:

- Where separated parents have a formal arrangement for shared care of a child, or children, and an additional bedroom is a requirement of the agreement.
- To help with ongoing rental costs for a disabled person in significantly adapted accommodation.
- To help with short term rental costs while the claimant seeks employment or secures alternative accommodation.
- To help with short-term rental costs where the claimant is at risk of losing their tenancy resulting from an unexpected financial crisis.

If you think you may be entitled to apply for this then please contact your Housing Officer (Janie Preston or Murray Landale on 0141 944 3891) for further assistance.

It's summer!!

Now that the sun has started shining and the days are getting longer your thoughts may be turning to where you plan to go on your summer holidays. Don't let your thoughts only dwell on stocking up on suntan oil and sandals remember about your rent. Planning to ensure that your rent is paid is simple. Contact the office to set up a direct debit, you can phone in a payment or make a payment from your phone using the Allpay app (<http://www.allpay.net/allpay-payment-app>)



If you fail to make your rent payment because you are on holiday you will go into arrears. This can result in action being taken against your tenancy for non-payment of rent.

If you wish to discuss your rent account please contact your housing officer at the office on 0141 944 3891.

Scottish Housing Regulator News: Regulatory Review



As advised in our March newsletter the Scottish Housing Regulator (SHR) issued a discussion paper that set out the Regulator’s early thinking on its future approach, regulatory priorities and how it will work. The SHR were using this process to seek feedback and ideas on the future of social housing regulation in Scotland. SHR published a discussion paper and invited tenants, landlords and others with an interest in its work to contribute their views by 30 March.

The Association responded to this discussion paper, highlighting our opinion as follows:

- Any change to the regulation framework should only be to meet the genuine aim of protecting tenants interests;
- That the SHR give more transparency of the groups they consult with to gain their impression of tenants views and consider how representative such views are;
- That the SHR have a more transparent system in respect of their selection of people to fill statutory appointee roles;
- That tenant safety should be a priority but that measures are proportionate to the risk and recognise that unless government make funding available, the costs of such measures need to be met through increased rents to tenants, which we want to minimise to keep rents affordable;
- Any change to the framework should not increase

bureaucracy unless it can show a demonstrable benefit to tenants;

- That the SHR should undertake much more detailed and robust research into trying to identify causal issues that have contributed to some housing associations getting into trouble, rather than making sweeping generalisations;
- That the SHR recognises the strength of tenants and members being in charge of housing associations, instead of blindly advocating for people with niche skills – such niche skills did not help the banks perform or prevent the collapse of companies such as Enron and Carillion.

The SHR states that “We will use feedback on the paper to develop a detailed proposal for a new Regulatory Framework. We will consult on the new Framework later this year.”

We will keep you informed of progress as it develops.

2017/18 ARC & EESSH Returns

Each year every registered social landlord in Scotland requires to submit a number of annual returns to the Scottish Housing Regulator (SHR). One of these returns relate to the Scottish Social Housing Charter – the Annual Return on the Charter (ARC). At the same time as submitting our annual ARC return to the SHR we also need to submit our annual Energy Efficiency Standard for Social Housing (EESSH) return. The Association staff have been working on collating the information for these returns since the end of March. We have had our internal auditors come in during May to audit the information. The final proposed return was considered and approved by the Management Committee at their meeting of 29/05/18 before being submitted to the SHR by the return deadline of 31/05/18. The timetable below details the stages from submission onwards:

When – by the end of:	Who	What
May	Landlord	Completes and submits Annual Return on the Charter (ARC) to SHR
August	SHR	Publishes on the SHR website a report about each landlord with key data from its ARC
October	Landlord	Reports its performance to all its tenants
March	SHR	Publishes regulation plans for RSLs and contributes to Assurance and Improvement Plans for councils
March	SHR	Publishes a report on the analysis of the sector’s performance in achieving the Charter

The Association will issue a copy of our performance report to all tenants before the end of October. As we do every year, this report will include comparisons with the previous year and other landlords. Copies of our previous reports are available from our website or by contacting the office. <https://www.pineview.org.uk/annual-reports-accounts/>

You can keep up to date with all SHR news by visiting their website at: <https://www.scottishhousingregulator.gov.uk/news>

Consultation Corner

Policy Reviews

Our March 2018 newsletter detailed all the Association's policies that had been reviewed over the period February 2017 to February 2018, and the policies that were due to be reviewed over the period March 2018 to February 2019. If you would like to know more about the changes made please contact our offices to discuss.

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

03/07/18 - Our 27th AGM: Date for your Diary!

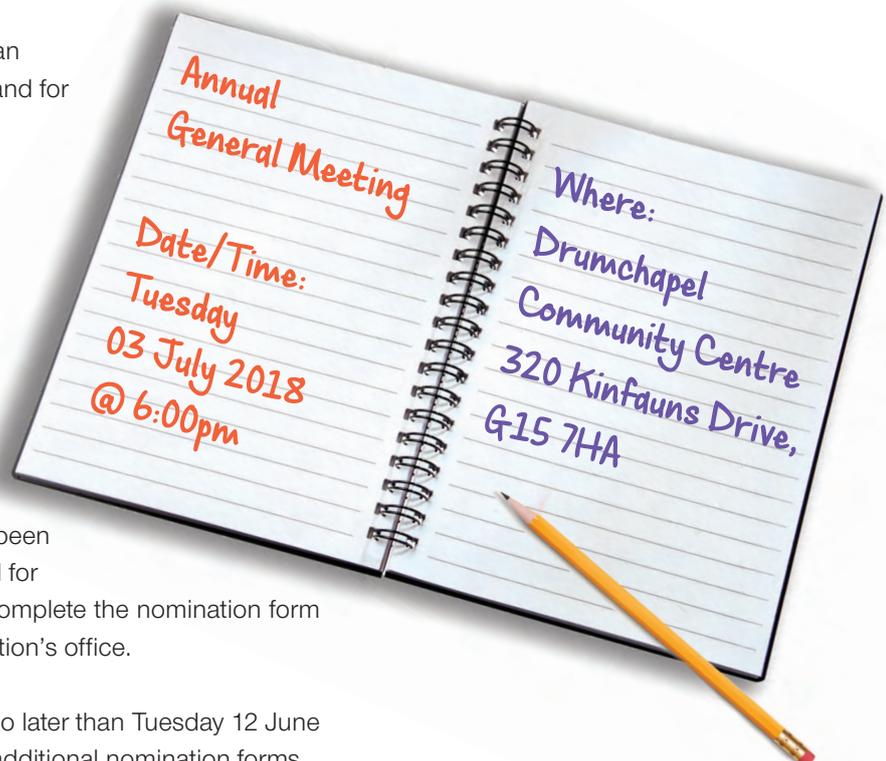
Anyone interested in the work of the Association can attend, however only members have the right to stand for election and vote at the meeting.

The Agenda will include the following:

- Approval of Minutes of Twenty Sixth Annual General Meeting held on 04 July 2017
- Chairperson's Report
- Annual Accounts
- Approval for Re-Appointment of Auditors
- Election of Committee of Management

Notice of the meeting and nomination forms have been issued to all residents. If you wish to be nominated for election or to nominate another member, please complete the nomination form and return it, either by hand or post, to the Association's office.

Nomination forms must be returned to the office, no later than Tuesday 12 June 2018. Please contact the office if you require any additional nomination forms.



Bogus Callers

Summer weather can often bring tricksters out to prey on vulnerable people.

As the weather improves and the days are longer, there is a greater chance of someone calling unannounced at your door. We are reminding residents that if someone turns up unexpectedly at your home, whether saying they have to carry out work, selling something or claiming to be from one of the utility services, you should always ask for identification, call the company to verify the visit or simply refuse entry. Pineview will always endeavor to let our residents know if we have asked a contractor or consultant to call on them i.e. contractor for repairs/maintenance or consultant carrying out surveys/questionnaires.



If any resident is in doubt please do not hesitate to contact the office on 01419443891 for confirmation.

Telephone Fraud

The Association has been made aware of recent incidents of attempted telephone fraud in the local area. These fraudulent calls are based people being told their electricity/gas/phone has not been paid and unless payment is made over the phone the service will be disconnected. The callers then ask the recipient to make a debit payment to prevent this happening.

Older people are often a target for scammers, so it's important to be aware of phone scams and how to handle them. Fortunately, there are things you can do to protect yourself.

Don't reveal personal details.

Never give out financial information (such as your bank account details or your PIN) over the phone, even if the caller claims to be from your bank. Be wary of anyone asking for personal information such as your passport details.

Hang up.

If you feel harassed or intimidated, or if the caller talks over you without giving you a chance to speak, end the call. It may feel rude to hang up on someone, but you have the right not to be harassed and pressurised into buying something, answering a survey, or giving out your personal details.

Scottish Fire and Rescue Service

Fire Safety

If a fire occurs in your flat

- Follow your fire escape plan
- Shout to alert the household and get out quickly
- If smoke is present keep low, crawl if you need to get below the smoke level
- Close doors behind you including the front door to prevent smoke and fire spread
- Don't return to investigate or fight the fire

CALL 999 AS SOON AS YOU ARE IN A SAFE PLACE

If the fire is NOT in your flat

- If a smoke alarm is sounding in a communal area or you smell smoke call the Fire and Rescue Service
- Stay in your flat and keep the front door closed
- Pack a towel or sheets around the bottom of the front door to stop smoke getting in
- Go to an open window and wait for the arrival of the Fire and Rescue Service

ONLY LEAVE THE SAFETY OF YOUR FLAT IF YOU'RE AFFECTED BY HEAT OR SMOKE, OR IF YOU'RE TOLD TO LEAVE BY FIREFIGHTERS OR THE POLICE

If you are trapped

- In the unlikely event of becoming trapped by fire in your home, go to your "safe room" and gather everyone there
- Call the Fire and Rescue Service as soon as possible and protect the room by packing bedding or towels around the door to help block the smoke
- Open the window to breathe clean air and try attracting attention by waving a sheet
- Gather on a balcony if one is accessible

If you see anyone leaving items/rubbish on the landings/stairwells please inform your Housing Services Officer (Janie Preston/Murray Landale) immediately so that it can be promptly dealt with. Tel: 0141 944 3891

Thank you for your co-operation.



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland



How Did We Do? Performance Summary

We have provided a summary in the tables below of how we are performing in key activity areas compared with targets we set. As you can see, the Association continues to demonstrate mainly good results across our main service areas but we will continue to strive to improve our performance.

Performance Summary 2017-18 (01 April 2017 – 31 March 2018)

What we Measure	2017/18 Target	Performance to March 2018	Target Met	Performance Change from	2016/17 Performance Previous Year End
Getting Good Value from Rents & Service Charges					
Total Arrears Non-Technical (Current & Former)	1.79%	3.16% ¹	✗	☹️	2.53%
Void Rent Loss	0.05%	0.05%	✓	☹️	0.02%
Housing Quality & Maintenance					
Emergency Repairs: Average Completion Time (hrs)	4.00	1.83	✓	😊	1.91
Non-Emergency Repairs: Average completion time (days)	4.00	2.32	✓	😊	2.33
% of Reactive Repairs completed Right First Time	95.00%	96.89%	✓	😊	94.34%
% of Repairs Appointments Kept	95.00%	95.12%	✓	😊	95.73%
% of properties with current gas safety record	100.00%	100.00%	✓	😊	100.00%
Access to Housing & Support					
Average Relet Time (Days)	3.00	2.59	✓	☹️	2.24
Applications: Average number of days to process	2.00	22.46 ²	✗	☹️	1.06
Neighbourhood & Community					
Anti-social behaviour cases resolved within locally agreed targets	100.00%	100.00%	✓	😊	95.45%

- Housing Services staff will continue to pursue rent arrears and other debt owed to the Association in order to reduce the over all arrears figure.
- The average number of days to process applications has increased. The Association joined the Glasgow Housing Register in May 2017 and we have received a significant increase in the number of applications for housing. The volume of applications has had an impact on our processing timescales but due to a successful Action Plan introduced our average number of days to process an application is reducing.

Performance Key:

Target Met ✓

Target Not Met ✗

Performance Improving/Maximum 😊

No change in Performance 😐

Performance Declining ☹️

Complaints & Compliments

Pineview is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The table below relates to the period 01 April 2017 to 31 March 2018 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints 01 April - 31 December 2017	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2017	1	3%		
Equalities Related Issues	0	0%	0	0
Other Issues	29	97%	0	0
Total Number of Complaints	30		0	

SPSO Timescales:
1st Stage: 5 days
2nd Stage: 20 days

It should be noted that not all cases will be able to meet the timescales. For example, some complaints are more complex and therefore require careful consideration and detailed investigation beyond the prescribed timescales.

Progress				
Ongoing	1	3%	0	0
Responded to in Full	29	97%	0	0
Responded within SPSO Timescales	26	90%	0	0

Outcomes:				
Upheld	18	62%	0	0
Partial Upheld	3	10%	0	0
Not Upheld	8	28%	0	0

Learning From Complaints

The majority of complaints resolved this year relate to dissatisfaction with the repairs and maintenance service: 11 (38%). Of the 21 complaints upheld 12 (57%) have resulted in contractor follow up and 9 (43%) in staff training:

- 9 relate to dissatisfaction with the quality of workmanship/standard of service received.
- 8 relate to dissatisfaction with delays in responding/acting on requests for service.
- 2 relate to dissatisfaction with how personal details have been handled.
- 2 relate to allegations of damage to property following works being carried out by contractors.

Learning From Complaints	Total
Policy Change	0
Procedure Change	0
Staff Training	9
Contractor Follow Up	12
Grand Total	21

Staff training, learning & development and contractor follow up are carried out through one to one coaching with relevant staff and contractors regarding procedures to be followed and standards to be adhered to.

Complaints Case study

Complaint: 578

A resident complained that incorrect advice had been given regarding their termination of tenancy date and rent due up to that date. Concern was raised about this and the fact that the staff member failed to acknowledge their error and take action to remedy.

Investigation

The staff member had provided the tenant with the incorrect tenancy termination date and subsequently used this date to calculate and advise the tenant of the rent due to be paid.

The Housing Services Manager apologised for the Association's error and authorised the change to the correct date which also resulted in a reduction to the termination of tenancy balance due to be paid.

Learning Outcome

Staff training / guidance on termination of tenancy procedures and also the importance of acknowledging if an error is made and taking appropriate action to rectify.

Customer Compliments

In order to capture details of where customers feel they have received excellent customer service, we record compliments as well as complaints. 22 Compliments were recorded during 2017 – 2018. Some recent comments include:

Ref	Date	Comment	Source
572	05/01/2018	Tenant thanked staff member for reporting heating and hot water repair to City Building on their behalf.	Tenant
573	05/01/2018	Tenant terminating tenancy, while handing in keys requested thanks be passed on to the housing officer for their understanding.	Tenant
574	09/01/2018	Thanked for Christmas voucher and Christmas lunch appreciated.	Resident
576	23/01/2018	Tenant served with eviction noticed subsequently terminated their tenancy. During the termination process tenant advised housing officer they had been very helpful, understanding and had shown empathy throughout their tenancy.	Tenant

Business Plan Update

The Association has a business plan that shapes the work the Association undertakes. The business plan is our key strategic document which communicates the Association’s vision and objectives, and how it will achieve those objectives. The business plan is central to the Association’s strategic decisions and our operational decisions should be consistent with the strategic direction set out in the plan.

Our business plan is a “live” document, reported on at each committee meeting for committee to consider. Each year the Association considers its priorities for the year ahead and determines our key performance monitoring targets to measure against. Both these areas are reported on quarterly to the Management Committee. The Association’s risk register is also within our business plan and this is reviewed and reported on 6 monthly. The Committee have recently considered and determined the following:

- March** - **Priorities agreed for 2018/19**
- April/May** - **Key Performance Targets (non-finance) agreed for 2018/19**
- April** - **Reviewed our Risk Management policy and matrix**

The Committee are due to consider the following areas of the business plan over the next few months:

- May/June - Key Performance Targets (finance) for 2018/19, following annual audit
- June - Audited annual financial statements
- June - Five year financial projections for the Scottish Housing Regulator
- June - Loan Portfolio return for the Scottish Housing Regulator

If you would be interested in finding out more about these, please contact Joyce at the office to discuss.

Committee Appraisal Review

Pineview Housing Association carries out an annual review of the effectiveness of its governance arrangements to ensure that the organisation is governed in accordance with good practice and complies with regulatory expectations. These annual reviews have been conducted since 2015 and the process has been developed and refined during that period, although the core elements have been consistent. These are:

- Individual discussions with each committee member to review the effectiveness of their contribution
- Feedback from committee members about the contribution made by the Chair
- Collective assessment of the effectiveness of the committee

All elements of the review process are based on, and informed by, the Scottish Housing Regulator’s Regulatory Standards of Governance and Financial Management.

Since introducing the annual programme of reviews in 2015, Pineview has been supported by Linda Ewart who is an independent consultant specialising in housing association governance and who has extensive experience of working with governing bodies.

From the process undertaken, Linda Ewart produces an outcome report for the Association. This report presents the feedback from both the collective and individual reviews of the effectiveness of Pineview’s governance. The report was very positive and was reported to the committee, with the internal auditor present. The conclusion from this year’s report states:

“The reviews indicate that the suggestions made in the reports of previous reviews have been taken forward effectively and that the committee and Pineview’s governance have been strengthened as a result. This report contains relatively few suggestions and so it is likely that the coming year will provide an opportunity to consolidate what has been achieved whilst also addressing ongoing operational priorities. Of course, it is important to maintain a focus on improvement and the suggestions offered are intended to support that sustained drive.”

Internal Audit Update

The Management Committee employ the services of independent qualified internal auditors (currently Wylie & Bisset LLP) to regularly review areas of work and to ensure that the Association is operating correctly and in line with legal, regulatory and good practice requirements. The most recent audit took place in May 2018 and the auditors examined the following areas:

- Annual Return on the Charter (ARC) submission for the Scottish Housing Regulator (SHR)
- Energy Efficiency Standard for Social Housing (EESSH) return for the SHR
- Follow up review for previous audit

The auditor found the Association to be performing well in the areas examined and gave a strong assurance rating.



Extract from audit report:

“We can provide a strong level of assurance that the Association has appropriate controls in place for the reporting and data management arrangements in place for the supply of data for the ARC & EESSH Return.”

There was a low level recommendation to create a procedure for the collation of information for EESSH indicators. This will be established over the next few months and reviewed by the auditors at their next visit in November 2018.

The audit also found a number of areas of good practice.

1. The information and backup for the ARC & EESSH returns are stored in a central location within the Association’s intranet. We note that all staff have access to this information as staff are responsible for the completion of different ARC indicators with the Director responsible for the EESSH indicators. We do note that there is appropriate security over the documents held in the folder as they are made read only documents which ensures the information cannot be altered.
2. From our testing of all the indicators in the ARC & EESSH report we are satisfied that the Association are entering the correct information and have sufficient back up information to verify the figures.
3. The Association has a document which details the ARC indicators, who is responsible for the preparation of this indicator and who is responsible for the verification of this indicator. The document also provides information on what page of the ARC the indicator is on and what page guidance is provided on the technical guidance on.

This audit work is essential to give the management committee, and our customers, the assurance that staff are meeting regulatory requirements.

We will keep you posted on our next phase of internal audit, which will examine areas of work undertaken by our housing services team.

In the meantime, if you would like more information please contact Joyce at our office.

Pineview Reviews Its Long Term Finances

As reported in our March newsletter, the Association has been undertaking a lot of work to look at the longer term finances of the Association and our ability to maintain our properties over the next 30 years, and to continue to provide good quality services for our customers. We involved the Customer & Resident Forum in this process and we are very grateful for their interest and input.

The first draft of the revised long term projections was presented to the Management Committee in November 2017 and the second draft presented during February 2018. In order to ensure these projections are robust the Management Committee took the decision to have the projections reviewed by an external independent expert in housing association finances and planning. Paul McNeil, of HRC Limited, undertook this work and presented his findings to the management committee and staff at the Association's strategy day of the 1st June 2018. The report presents a positive picture, as you can see from the summary and conclusion as given below:

"In carrying out this review we have tested the integrity and accuracy of the business plan model. This involved re-calculating a sample the business plan cash flow outputs using our Brixx financial model. We found the plan to be satisfactory in this regard.

As with all financial plans we recommend the projections are regularly reviewed to take account of new and changing circumstances. Whilst it is useful to have a static benchmark against which to judge actual performance, it is equally important to regularly review and reforecast financial projections to incorporate any factors, which may impact on the plan.

Pineview HA is financially viable. With cash at Bank of £3.9m and loan balances of £3.8m it is in a strong position to continue delivering quality services to their customers. Going forward the Association must continue to ensure that their governance remains strong as this will play a vital

role in the way that they tackle the many challenges currently facing the sector.

In conclusion and having regard to the scope of our review:

- We confirm that the business plan projections are logical, internally consistent and arithmetically accurate;*
- We confirm that the Association's projections demonstrate viability and covenant compliance.*

We would stress the need for constant monitoring of the business plan projections to ensure viability, covenant compliance and to enable the plan to be revised if circumstances change."

From this positive position, the Association intends to undertake an annual review of these long term projections to make sure they remain updated and current. We also have a robust framework for monitoring our loan covenant requirements and will continue to do so. The Committee also undergo an annual appraisal to ensure appropriate governance skills and have a programme of training throughout the year to keep updated.

Pineview is committed to being a local Drumchapel landlord for our tenants and customers for the long term and the findings of the above report show that we can do this as long as we stay on top of our game and remember our focus.



If you would like any further information regarding this please contact Joyce at the office.

Fly Tipping - Zero Tolerance

Pineview Housing Association wants to stamp out fly tipping and will not hesitate in reporting/taking action against individuals who do not dispose of their waste in a responsible manner.

This is your neighbourhood, where you stay and it is vital that you help look after it. If you see anybody dumping refuse or rubbish let us know who is doing it so that we can stop it.

Where to dispose of your rubbish

Glasgow City Council offer a **FREE** bulk uplift service for everyone so there is no need for anyone to be flytipping. The number to call to arrange for unwanted items to be uplifted is **0141 287 9700**. Alternatively you can take your unwanted items to a recycling centre if you have transport to do this.

How you can help

Considerable amounts of time and money is wasted removing fly-tipped rubbish and you can help tackle this problem by considering the following points:

If you see somebody fly-tipping, what should you do?

Report it online at www.cleanglasgow.com

Phone Glasgow City Council (anonymously if you prefer) on **0800 027 7027**

Phone us, on **0141 944 3891** and let your Housing Officer know in order that individuals can be pursued for breach of tenancy conditions.



G15 Community Clean Up week

G15 organised a Community Clean Up week in May. Some of our Pineview Staff got involved (Check out our website for pictures). www.pineview.org.uk

Staff went out to the Pinewood area of the community and collected loads of rubbish. It really does make a difference in the look of the area.

We would encourage people to make use of the bins in the area to dispose their rubbish. Don't be a litter bug consider the environment you live in.



Recycling

Glasgow City Council's Bin Replacement Programme (BRP) within the Pinewood area is ongoing and we would like to thank all residents who have ensured that the bins are being used for recycling.

To ensure that the recycling programme works within our area it is important that you use the correct colour of bin for each waste.



Recycling is a vital way of improving our environment and the ambition is for Glasgow to waste less and recycle more. By recycling you will help to significantly reduce the amount of waste going to landfill. In 2016, Glasgow City Council disposed around 150,000 tonnes of household waste to landfill, the cost of which was around £15m.

If you have any questions on recycling you can contact our office on 0141 944 3891 or if you require further information, please visit the Glasgow City Council website: www.glasgow.gov.uk/recycling.

Gardening Season

The gardening season is now here and Pineview Housing Association would like to remind all residents of their obligation to ensure that the grass is cut and the garden is well maintained.

Gardens will be inspected regularly as part of our estate management and if kept well, gardens can be recommended for a prize as part of our annual garden competition in the upcoming months. Please contact our office if you would like to nominate a garden for a prize.

If you fail to keep your garden tidy then you are in breach of your tenancy agreement and action may be taken against anyone who fails to keep their garden tidy.

Thank you all for your continued co-operation with this matter, all of which helps contribute to a nicer environment in which to live.





KEEP YOUR FAMILY WARM AND WELL

Home Energy Scotland is the free, impartial energy advice service funded by Scottish Government and managed by Energy Saving Trust.

Find out how to save money on your energy bills and win a great family prize.

* Terms and conditions apply.

FREE PRIZE DRAW*

Win 3 family memberships for The National Trust for Scotland valued at £102 per membership.

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT

delivered for Scotland by
energy saving trust



Maintenance News

Gas Servicing 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.

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 AND 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. If you have an electric hot water tank you should make sure that you are fully heating the water in it and then using the water immediately after at least 2-3 times per week. 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.

District Heating Update

We are pleased to announce that all 93 properties in the Waverley area have now had their boilers installed and the district heating has been disconnected. We would like to thank everyone for their co-operation and hope you will agree that the disruption caused was at a minimum.

After completing the installs the only remaining part of the project was the removal of the temporary boiler room outside number 44 Summerhill Road. We appointed the contractor James Ramsay to clear out the boiler room located at the back of 44 Summerhill Road and remove the temporary boiler room at the front.

Our gas maintenance contractor for the former district heating properties is James Frew. If you live in one of these properties and have any heating or hot water issues please contact James Frew on 01294 468 113 who will arrange to attend your property.



If you have any questions or concerns then please do not hesitate to contact Robert Murray at our office on 0141 944 3891.

Pride & Joy Nursery – Blairdardie

Special Offer: Reduced Childcare Fees for Housing Association Tenants!

We are delighted to introduce the NEW Pride & Joy Nursery in the Blairdardie area of Glasgow. If you are looking for great local childcare visit their excellent facilities and meet their friendly staff.

They provide local childcare from 3 months to 5 years and over the last 3 months made massive improvements to the children's play environment that will make your child have unforgettable experiences as they grow up.

The main objective of Pride & Joy Nursery is to provide a secure, welcoming, happy and stimulating environment for babies and children up to school age. Their staff are continually widening their skill set and striving for excellence. They aim to ensure the development of close bonding between the staff and your child, and a continuity of care which is imperative for your child to flourish.

They are currently offering Housing Association tenants a 20% discount on all fees.

Pride & Joy Nursery,
14 Moraine Drive,
Glasgow, G15 6HB.
Telephone: 0141 944 6001
www.prideandjoy.co.uk

Currently offering
Housing Association
tenants a
**20% discount
on all fees.**



See Me Scotland - Children's mental health survey

Later this year See Me Scotland will be launching a new campaign to get young people talking about mental health as part of the Year of Young People 2018.

The campaign aims to start the biggest conversation young people in Scotland have ever had on mental health. If you're aged between 12 – 26 you can help by taking part in the survey.

For more information visit the See Me Scotland website
<https://www.seemescotland.org/news-and-blogs/young-people-we-need-you/>



Summer Activities

School summer holidays can be an expensive time of year for any parent or grandparent. Children have a lot of free time on their hands making it an expense for parents and grandparents.

However if you plan ahead there are lots of things going on in Glasgow that are free or cheap that will keep children occupied and amused.

Apply for a Glasgow Kidz Card. These are free, it's easy to apply and it saves you loads of money! From free swimming and Glasgow Club discounts to money off in shops and restaurants plus more, it's the must-have card for all kids in Glasgow.

Glasgow has 90 parks and gardens, 20 museums, 33 libraries throughout the city and a host of family friendly events during the summer months.

Glasgow City Council also run a summer programme during the school holidays for children 5 to 18 (some activities are available for younger children from 3).

Further information can be found at:
<https://www.glasgowlife.org.uk>
or by emailing Glasgow Life at info@glasgowlife.org.uk
or by calling Glasgow Life on 0141 287 4350



Summer Competition

Why not enter our Super Summer competition and be in with a chance of winning a great prize of **£50.00** Love to Shop vouchers. All you have to do is answer the questions below. You can find some answers by reading through the newsletter or on our website www.pineview.org.uk

You can still take part in this completion even if you don't have internet access at home. Pop into the office where staff will be happy to assist you to access our website on one of our two PCs which we have set up for public use.



Q1. In which section of our website can you find minutes of our General Purposes Committee meetings?

Q2. What is the name of the online bill payments company used to make online payments to Pineview via our website?

Q3. In which section of our website can you find our "housing officer directory" (name and contact details specific to your street)?

Q4. What is the telephone number to report emergency repairs when the office is closed?

Q5. How many different ways can you "contact us" as detailed on the website?

Q6. When is the 27th Annual General Meeting (AGM) due to be held?

Name: _____

Address: _____

Contact Te. Number: _____ Email: _____

Our Mission:

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

Our Values & Behaviours:

In everything we do, we will be:

- **Honest and transparent**
- **Fair and adaptable**
- **Polite and approachable**
- **Positive and considerate***
- **Knowledgeable and listening**

*This value was reviewed and updated 29/05/18

The Association is committed to the above mission, values and behaviours. 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.