

Staff Achievements and Success

We continue to be committed to Putting People First and to be a leading social landlord in Scotland.

We reported last year that the Association was delighted to have our commitment recognised through our Investors in People Gold Award. Part of this involves making sure our staff team are knowledgeable and skilled to do their jobs well.

Reflecting on this, two of our housing team have successfully completed year one of their Stirling University post graduate housing diploma that they undertake through day release - well done to Caitlin Gillespie and Sinead Sharkey

Ben Keenan Wins NextGen Leaders Award

Ben, one of Housing Services Officers has been named the winner of the NextGen Leaders Award at the 2025 Scottish Federation of Housing Associations (SFHA) Annual Conference.

The award, which recognises emerging talent in Scotland's social housing sector, was presented to Ben at the 50th Anniversary Conference last week, where he was celebrated alongside fellow nominees for their outstanding contributions.

Ben joined Pineview in 2022 as an Assistant Housing Officer, bringing with him a postgraduate diploma in Housing Studies and membership of the Chartered Institute of Housing.

Ben has become a central figure within Pineview, contributing to service improvements, community engagement, and the association's Investors In People Gold accreditation. He has also completed the Future Leader Programme, spoken at sector events, and is an active member of the Young Housing Professionals' Network. Huge congratulations to Ben!



Inside

Page 1: Wider Action

Page 2: AGM Update

Page 3: G15 Pantry – Get your FREE Membership

Page 4: Customer Forum

Page 5: Housing Benefit Review

Page 6: Citizens Advice Bureau

Page 7: Re-Let Trends

Page 8: A Day in The Life

Pages 9 and 10: Repairs and Maintenance Update

Page 11: Summer Activites

Page 12: Potential Updates Freedom of Information

Scheduled Office Closure

The staff team will be unavailable from 17:00 on Thursday 17th July 2025 until 09:00 on Tuesday 22nd July 2025. For emergency repairs, (fire, flood, break-in, broken windows) or any heating or hot water repairs please call **City Building on 0800 595 595**.

Wider Action Plan 2024/2025



As part of our 2024/2025 Wider Action Plan, Pineview worked with Fortune Works on a project in line with our promise to prioritise environmental improvements and biodiversity.

Wooden planters were hand made by Fortune Works and we are very grateful to them for creating these lovely planters and providing the plants to go in them.

The planters and flowers will promote biodiversity and have brightened up the plain green space.

So far we have received many kind comments from residents who have complimented the planters and think they are a lovely addition to the area.



Wider Action Plan for 2025/2026

Pineview has an annual budget to provide community initiatives in the Cairnsmore area, and we have started allocating funding from the 2025/2026 budget.

As we have done in previous years, we will allocate some funding to the annual summer away trip. This is to be able to provide a second bus so that many more residents and their families can attend.

This year we plan to work with G15 again as they carry out meaningful street work in Kendoon Avenue, Halgreen Avenue and Abbotshall Avenue.

There are other projects that we are currently in discussions with such as G15 Youth Club with which we hope to provide funding, similar to the football coaching and youth club funding that we provided last year.

The Association also plans to take part in "Drumchapel Does Christmas" later in the year where we plan to donate equipment and resources. If you have any ideas or suggestions on what Wider Action Projects we should be doing, we would love to hear from you. Please contact our office.

2025 Annual General Meeting (AGM): Date for your Diary

Date/Time: **Tuesday 24th June 2025 @ 6:00pm**

Where: **Drumchapel St Mark's Church
281 Kinfauns Drive, G15 7BD**

The agenda:

- Approval of Minutes of the Thirty Third Annual General Meeting held on 23rd July 2024.
- Chairperson's Report.
- Annual Accounts.
- Approval for Re-Appointment of Auditors.
- Election of Committee of Management.

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.

We hope as many of our members as possible will be able to join us for this annual event. More details, including Committee Member nomination forms and AGM papers have now been issued to all members.

We look forward to seeing you!

To Do ✓

*Pineview AGM
Tuesday
24th June 2025
6:00pm*

*Drumchapel
St Mark's Church
281 Kinfauns Drive
G15 7BD*

Become a Member of the Association

Membership is open to people with an interest in the Association whether they are tenants or not. Subject to the Association's Rules, the following may be eligible to become members:

- ✓ Tenants of the Association;
- ✓ Service Users of the Association;
- ✓ Other persons who support the objects of the Association;
- ✓ Organisations sympathetic to the objects of the Association.

Applicants for membership must be 16 years or over. However, members may not become Management Committee members until they reach the age of 18.

Membership costs £1 and will remain in place unless the membership is ended in line with the Association's Rules. Please speak to a member of the team for more information or pop into the office for a chat!

Summer Outing 2025 – Date for Your Diary!

Final arrangements are currently being made for this year's Summer outing to Heads of Ayr Farm Park on Friday 1st August 2025.

If you have registered to attend this year's trip you will receive further information in the coming weeks.

Previous years' outings have been a huge success, and the Association has received lots of positive feedback from the residents who attended these trips. We look forward to seeing many of you on this year's trip.



G15 Pantry Cupboard – Get Your Free Membership

Pineview's Management Committee has committed to supporting the first year of the G15 Pantry Cupboard project, helping tenants access affordable food and essentials.

A total of £852 has been allocated to cover the £1 annual membership fee for all Pineview tenants. Any unused funds will go toward a "pay it forward" initiative, supporting those who may be unable to afford a shop.

Local pantries are places that soften the blow of high living costs and bring people together around food. Pantries strengthen communities, foster friendships, loosen the grip of poverty and contribute to healthier, happier lives.

Pantries are laid out like shops, and members choose their own items from a wide selection, including fresh, refrigerated, frozen and long-life foods subject to stock.

The pantry is open from 11am to 2pm Wednesdays and Fridays and is located at Drumchapel Community Centre, Kinfaus Drive.

Staff Training and Planning Days

Since July 2024, the Association has closed the office to hold quarterly staff training and planning days. The staff team meet at a venue away from the office and deal with joint working matters and develop ideas for how we can continually improve our services for our customers and develop our staff team.

TRAINING

Our next quarterly staff training day will be held on

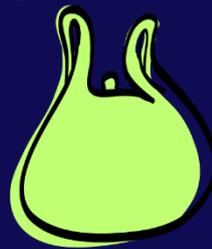
Wednesday 27th August 2



G15 Pantry Cupboard

**Drumchapel Community Centre
320 Kinfauns Drive
G15 7HA**

**£1 for 1 year membership and £3.50
(10 items) per shop**



**Wednesday and Friday 11am -
2pm**

Customer Forum

The Customer Forum is looking to get more tenants, residents and service users involved in their essential work with Pineview. The Forum are instrumental in shaping customer services at Pineview Housing Association and they are keen to have the input of more people.

The Forum has changed the night of their meetings to see if this could possibly suit more people and encourage more people to get involved. Meetings will now take place on the 2nd Wednesday of each month at 6pm. Meetings currently arranged:

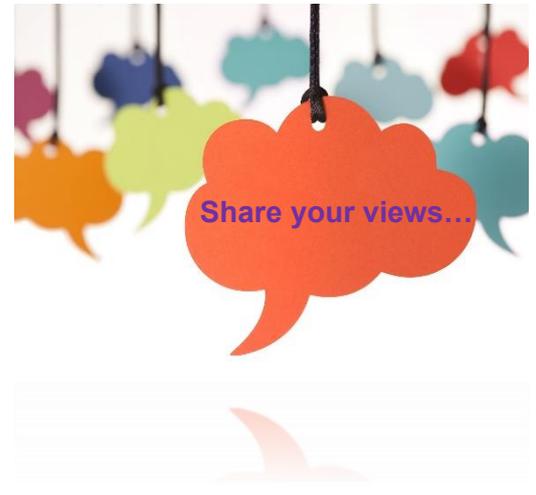
July – No Meeting

Wednesday 13th August 2025

Wednesday 10th September 2025

If you are interested, why not come along to a meeting to try it out. The meetings are being held in Pineview's offices at 5 Rozelle Avenue, G15 7QR, and you can also join by Microsoft Teams if this is more convenient for you.

If you would like more information before attending, please contact Robert or Ben at the office by telephone 0141 944 3891 or by e-mail r.reid@pineview.org.uk or b.keenan@pineview.org.uk



Committee of Management

We keep our website updated so customers can see who makes up our Committee of Management.

The Agendas and Minutes of committee meetings are also uploaded to our website - [Committee of Management information](#)

If you would like to know more, consider getting involved, or give us some feedback about our committee meeting minutes please contact us and ask to speak with Joyce. Tel 0141 944 3891 or mail@pineview.org.uk

Business Plan

Our business plan is made publicly available on our website for all our customers.

The update planner details when each section of the business plan is scheduled to be updated - [Business Plan](#).

If you would like more information on this, please contact us and ask to speak with Joyce. Tel 0141 944 3891 or mail@pineview.org.uk



Housing Benefit Review

Glasgow City Council (GCC) had advised that, from May 2025, they would be conducting a City-wide review of all standard pensioner Housing Benefit and Council Tax Reduction claims. They are currently reviewing all claims for those aged over 80. By the end of the financial year (March 31st 2026) 5,500 cases need to be reviewed by GCC.

They will be writing to all relevant individuals over the coming months to advise of this process and confirm what tenants will need to do. They have asked us to inform tenants and assist where we can. They will be looking to confirm your income, savings and current household details. A Benefit Officer will be in contact with you to confirm these details and provide the opportunity to report any change in your circumstances. It is important that you have details of your income and any savings to hand and that of any other members of your household. They will contact you via telephone call at a pre-arranged appointment time from a withheld number.

If GCC are unable to establish contact with anyone, they will ask Pineview to assist with reaching out. Please remember that as well as our Housing Services team, we have appointments available at our office with a Citizens Advice worker who will also be able to assist with any queries.

Performance

Below is a summary of 2024 -25 performance outcomes to 31 March 2025. The Scottish Average figures noted relate to the 2023-2024 year end performance as reported by the Scottish Housing Regulator. We are currently compiling data for our 2024–2025 Annual Report and Landlord Report, which we aim to publish in October 2025. This report will compare our performance against the Scotland-wide averages for 2024-25, provided by the Scottish Housing Regulator (SHR). In addition, we work with the Scottish Housing Network (SHN) and local Drumchapel housing providers through Drumcog to include further benchmarking data where available. To help track progress over time, we also include results from the previous year. This information will allow you to see how our performance has changed year-on-year, as well as how it compares with other landlords. for previous report see our webpage [Annual Reports and Charter Reports](#).

Below is a summary of 2024 -25 performance outcomes to 31 March 2025.

 <p>3.07 Hrs (Target 4 Hrs)</p> <p>Average time to complete emergency repairs</p> <p>Scottish Average: 3.96 hrs</p>	 <p>3.02 Days (Target 4 days)</p> <p>Average time to complete non-emergency repairs</p> <p>Scottish Average: 8.95 Days</p>	 <p>95.11% (Target >96%)</p> <p>Satisfaction with the repairs and maintenance service</p> <p>Scottish Average: 87.31%</p>
 <p>11.10 Days (Target 8 Days)</p> <p>Average number of calendar days to re-let properties</p> <p>Scottish Average: 56.73 Days</p>	 <p>3.89 Days (Target 5 Days)</p> <p>Average time to resolve SPSO stage 1 complaints</p> <p>Scottish Average: 5.11 Days</p>	 <p>99.30% (Target 100%)</p> <p>Anti-social behaviour cases resolved</p> <p>Scottish Average: 94.29%</p>
 <p>5.44% (Target <6.50%)</p> <p>Gross rent arrears as a % of rent due</p> <p>Scottish Average: 6.74%</p>	 <p>100.28% (Target >96%)</p> <p>Rent collected as a % of total rent due</p> <p>Scottish Average: 99.43%</p>	 <p>0.10% (Target <0.20%)</p> <p>Rent lost through properties being empty</p> <p>Scottish Average: 1.39%</p>

Citizen's Advice Bureau

The Citizens Advice Bureau's aim is to ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the services available to them, or through an inability to express their need.

The Citizens Advice Bureau continue to offer appointments to Pineview Housing Association tenants on Tuesday and Friday mornings.

Over the past year, 112 tenants benefited from appointments with CAB representatives, with the overall financial gain from these appointments coming in at a total of £300,597.93.

They have continued to help tenants with a variety of issues, including: to complete disability forms, claim benefits they are entitled to, notify benefit authorities of change in circumstances, challenge benefit decisions if awards were incorrect and have assisted tenants to engage with Glasgow City Council regarding their Council Tax Reduction. Many tenants have been helped in a number of ways and have had several appointments to help them get their benefits and other matters resolved.

From 1st of April 2024 – 31st of March 2025, there were 197 appointments attended out of a total of 297 which were available. This represents an uptake of 66%. 54 appointments –18% of appointments available to Pineview's tenants - were not used due to late cancellations/failure to show up on the day. This represents a significant number of tenants who have missed out on the support offered by CAB and highlights the importance of giving us as much notice as possible if you are unable to make scheduled appointments.



Number of People



112

Financial Gain



300,597.93

Success Story

A Pineview tenant attended a CAB appointment in the office looking to maximise their benefit claim.

They were too unfit to work, yet did not receive a disability benefit. This was identified by the CAB representative as something they were entitled to, and support was then provided to successfully apply for both Adult Disability Payment and a Community Crisis Grant from the council.

This meant that the tenant was able to save themselves hundreds of pounds buying a new kitchen appliance as well as ensuring they are receiving the money they are entitled to!

Make an Appointment

We offer Welfare Benefits Appointments on Tuesday and Friday Mornings at our office. Appointments can also be carried out over the phone.

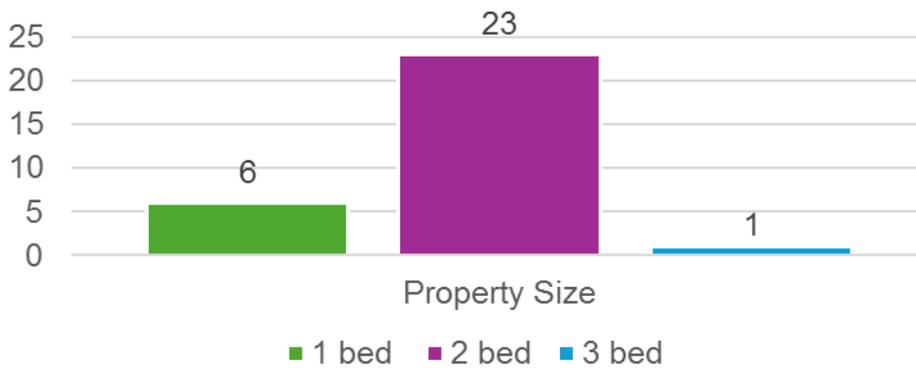
Please contact the office on 0141 944 3891 to arrange an appointment or you can contact Drumchapel Citizens Advice Bureau directly on 0141 944 2612 or visit their [website](#) for further information.

Please remember to call and cancel your appointment with us if you can no longer attend so we can offer this to someone else.

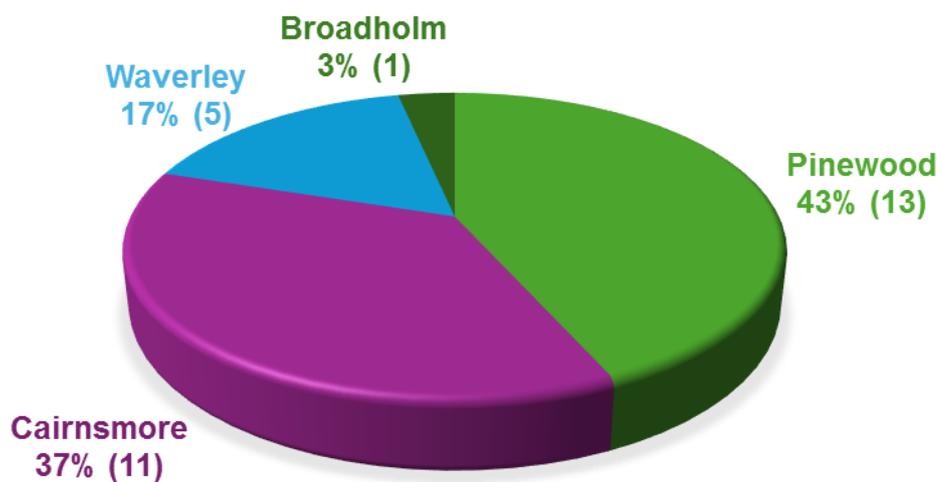
Re-Let Trends 2024/2025 – End of Year Figures

One of our priorities is to re-let empty properties as quickly as possible. Between the 1st of April 2024 to the 31st of March 2025, we re-let a total of 30 properties – this means that just 3.5% of our housing stock became vacant. If we compare this to the previous year for 2023/2024, where we re-let 36 properties, this is a reduction of 6 properties.

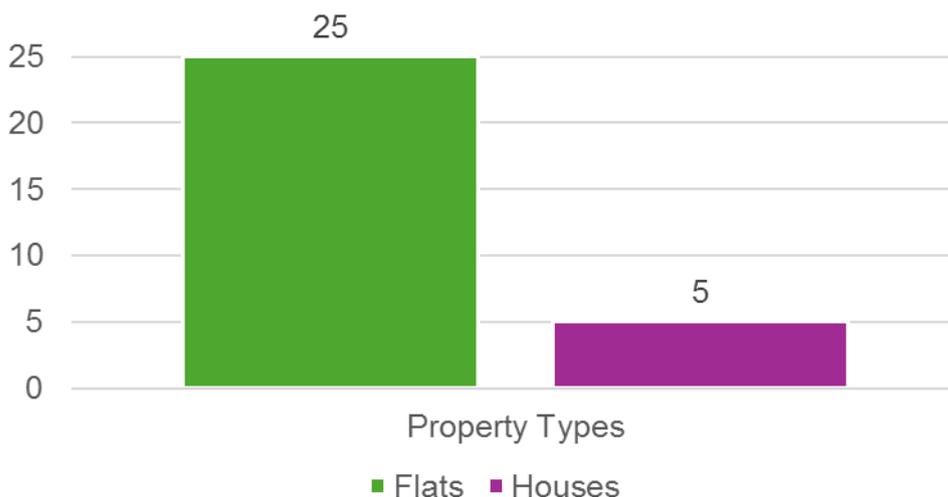
Number of Lets 2024-2025



Lets by Area



Lets by Property Type



Number of Lets

The highest proportion of re-lets were for 2 bedroom properties, followed by 1 bedroom properties and then 1 x 3 bedroom property.

We did not re-let any 4 or 5 bedroom properties.

Lets by Area

24 out of 30 re-lets were in the Pinewood and Cairnsmore areas.

Lets by Property Type

Out of 30 properties we re-let during the year, 25 were for flats.

Of the 5 houses, 1 house was a 3 bedroom which was let to a transferring Pineview tenant.

The other 4 were two bedroom houses which were re-let to applicants on our housing register.

Re-let Times

We make every effort to bring our properties up to our letting standard and re-let them as quickly as possible. Our average re-let time during the year was just over 11 days



A Day in the Life of an Estate Caretaker Team

Our Estate Caretaker Team, James Milliken, Jamie McAlinden and Kevin Johnston, wake up in the morning bright eyed and bushy tailed to get themselves ready for the day and head to the office for an 8:00am start.

Health and Safety for their colleagues and tenants attending the office is their first priority of the day to ensure the office is a safe and welcoming environment. They Hoover, clean and disinfect the bathrooms and surrounding areas and empty bins from the previous day to ensure that the office is nice and tidy for the day ahead.

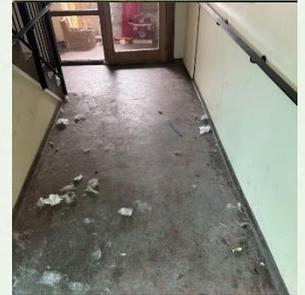
The plan for today was close cleaning and clearing any bulk from landings that they or Housing Services colleagues are aware of from being out in the estates to ensure this is removed immediately. Bulk items should not be left on landings as this is a huge fire risk!

Once the bulk items are removed, the team started close cleaning in Halgreen Avenue and Abbotshall Avenue, brushing and mopping the communal close. Here is a great example of our close cleaning service.

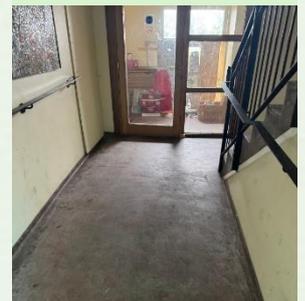
The team then removed fly-tipping and bulk items from the bottom end of Kendoon Avenue, here are some before and after



Office Reception



Before and After Close Cleaning



Before and After Bulk Removals

After clearing these areas, the van was packed full, so they emptied the items into the skip.

They then came back to the office to catch up and debrief with their colleagues on the day and raise any potential issues as their day ends.

They are out the door at 4:00pm to enjoy the rest of their night 😊



Repairs and Maintenance Services Update

Bathroom Contract 2025/2026

- 28 bathrooms are due to be replaced. Tenants have been contacted throughout June and installations will take place in July.

Kitchen and Boiler Replacements 2025/2026

- 37 kitchens are to be replaced, mainly in Jedworth Avenue and Jedworth Road. We are currently finalising contract and programme details and will be in touch with tenants shortly to advise when the works will take place.

Roof Anchor Testing Contract

- This is currently ongoing with two visits already taken place with a third to be carried in June. It is very important that access is allowed, where applicable, in order for essential safety testing to be carried out.

Gutter Cleaning

- This is planned to commence October 2025, weather dependant.

Alterations and Improvements

During recent house inspections staff have come across a number of alterations which have been carried out within properties. These range from external lofts being turned into a bedroom.

Alterations and improvements can be made to your home but must be approved by the Association before any works are carried out. This is so that we can ensure that health and safety requirements are met.

Please contact us before any works commence. Examples of works you need permission for as follows:

- ✓ replacing or moving fixtures such as lights, kitchen units, doors, taps, or electric sockets
- ✓ erecting garden sheds, fences, satellite dishes, or other external structures
- ✓ undertaking any internal or external alterations

All works should be carried out by qualified tradesmen. This is particularly important to any alterations which involve the electrics in the property. Even something as seemingly simple as fitting downlighters can breach electrical regulations. We have had several tenants facing costs to bring their lights up to the correct electrical standard because of the health and safety risks of their alteration. Any electrical works must be carried out by a qualified electrician (NICEIC qualified) and a Minor Works Certificate completed and submitted to Pineview once work completed.

Please also note we will not allow any alterations which will affect the internal layout or structure of your home without specific permission and necessary local authority Building Control consents.

If you move out of your property you may need to return it to its original condition prior to any adaptations, unless otherwise advised by Pineview. If you don't, you may be liable for the cost of returning the property to its original condition.

Legionella – Reduce Your risk

The risk of contracting legionella in the domestic home is minimal and most protection from legionella must be undertaken by people 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:

- ✓ 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.
- ✓ 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.
- ✓ If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.
- ✓ 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.
- ✓ 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.

Right to Repair

Some repairs fall under the category of the Right to Repair Housing (Scotland) Act 2001. These repairs can be from windows and external doors which are not secure, WC pans that are not flushing (and you only have one toilet in the property) blocked drains, sinks or baths etc.

Providing the tenant gives access for these repairs these repairs should be made safe or completed within timescales from when first reported. If the repair is not made safe or completed within these timescales the tenant can use another contractor from the Association's approved list of contractors and you will also be entitled to compensation of £15.00 and up to a maximum compensation amount of £100.00.

When you report a repair the person who is dealing with you will inform you if the repair in question is a qualifying Right to Repair.

If you would like further information on the Right to Repair Scheme please contact a member of our Housing Services team at the office or see <https://www.gov.scot/publications/right-repairs>

Smoke, Heat and Carbon Monoxide (CO) Alarms

All smoke, heat and CO alarms installed in our properties are tested at the time of the annual gas service.

If any of the alarms are faulty, we will replace them. Please test your alarms weekly and let us know if there are any issues.



Smoke, Heat & CO Alarms Save Lives - help protect your family and home by testing weekly.

Summer Activities

Below are some free or low-cost activities to do over the summer holidays.

Event	Where	When	Cost	Further info
Family Fun Day	Donald Dewar Centre	Wednesday 9 th July 11am-14,00pm	Free	https://www.glasgowlife.org.uk/event/1/summer-of-fun-roadshow-various-locations Face painting, inflatables, sports games etc.
Family fun day ASN Session	Glasgow Club Maryhill	Thursday 7 th August 12pm-15.00pm	Free	https://www.glasgowlife.org.uk/event/1/summer-of-fun-roadshow-various-locations Face painting, inflatables, sports games etc.
Big Truck Weekend	Riverside Museum	Saturday 5 th July 10am-16.00pm Sunday 6 th July 11am -16.00pm	Free	https://www.glasgowlife.org.uk/event/1/big-truck-weekend-with-jm-murdoch-sons
Burrell's Treasures, Arts & Crafts and more	The Burrell Collection - Pollok Country Park and The Burrell Collection G43 1AT	Various Dates see link for dates and times. https://www.glasgowlife.org.uk/event/1/burrells-treasures	Free	https://www.glasgowlife.org.uk/event/1/burrells-treasures How to get there: https://www.glasgowlife.org.uk/museums/venues/the-burrell-collection#plan
Drumchapel Swimming Pool	199 Drumry Road East	Monday 10am to 4pm Tuesday 10am to 4pm Wednesday 3pm to 9pm Thursday 3pm to 9pm Friday 10am to 4pm		https://glasgowclub.org/venues/drumchapel-pool/



Potential Updates to Freedom of Information Law

Freedom of information (FOI) law has applied to us since November 2019 and gives you the right to access information about the work we do as a housing association. A Bill has been introduced to the Scottish Parliament that proposes to make changes to FOI law.

As drafted, the practical impact of the Bill for us will be minimal, as we are already a very open and transparent organisation and make information readily available in response to requests and on our website.

One of the main proposals is removal of the need to produce and publish a Publication Scheme on our website ([Publication Scheme - Guide to Information](#)). The proposal is to replace this with a new duty to organise information and proactively publish it in an accessible form and manner. It may be that our existing Publication Scheme remains as the best way of complying with this proposal.

Another proposal is the appointment an FOI Officer, who must have expert level knowledge of FOI. Our existing Data Protection Officer will become our “Data Protection and Freedom of Information Officer”, if this proposal becomes law.

We will keep you updated on how the Bill progresses in future newsletters. In the meantime, if you would like to make an FOI request, please contact our Data Protection Officer, Daradjeet, at pineviewdpo@infolawsolutions.co.uk or 07852 905 779.



Strapline, Mission, Vision and Values

What are Pineview’s Vision, Mission and Values?

Strapline: Pineview Housing Association – Putting People 1st.

Vision: To be a leading social landlord in Scotland.

Mission: To provide quality affordable homes and deliver excellent service through listening to and engaging with our customers.

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

Community – engaging, collaborating, and including.

Resilience – continuously learning, developing, and adapting.

Integrity – being open, honest, and fair.

Diligence – working conscientiously and to a high standard.

Dignity – treating everyone with respect and compassion.

The Association is committed to our vision, mission and values. If you believe that we fail on any of these, please contact our Director, Joyce Orr, to discuss this and ways in which you think we can improve. Please contact Joyce through our office on 0141 944 3891 or send an email to mail@pineview.org.uk.

You can contact us or keep updated with our news in several ways:

Telephone: 0141 944 3891

E-mail: mail@pineview.org.uk

Website: www.pineview.org.uk



Our standard working hours are:

Monday – Thursday 9.00am until 5.00pm

Friday 9.00am – 4.00pm

Useful Contacts

National Gas Emergency Service	0800 111 999
Police Scotland	101
Emergency Services	999
Women's Aid	0800 027 1234 https://womensaid.scot/contact/
NHS 24	111 https://www.nhs24.scot/
Samaritans	116 123 https://www.samaritans.org/samaritans-in-scotland/