

## Electrical Safety at Christmas

The festive season brings additional dangers due to an increase in the number of electrical appliances being used. Here are some examples of what you can do to ensure your home is safe:

- Check Christmas lights conform to British Safety Standards. Remember fairy lights heat up and should be kept away from anything that will burn. Lights intended for internal use should not be used outside.
- Don't overload electrical sockets and be especially careful with Christmas lights.
- Never leave burning candles unattended or better still avoid using them.
- Avoid putting on washing machines, tumble driers or dishwashers when you leave the house or go to bed. Be especially careful with chargers for mobile phones or laptops.
- Ensure cigarettes are extinguished properly and empty ashtrays into a metal bin outside. Keep matches and lighters out of reach of children.
- Most fires start in the kitchen – never leave a cooker unattended.
- Test your smoke alarm and ensure it is working properly. Use the test facility to check it regularly.
- Make sure you and your family know what to do in an emergency – prepare a fire escape plan.

**Ensure you have a happy, safe Christmas by being mindful of the above.**

WINTER

### 2017/18 Public Holidays & Office Closure Dates

Our office will be closed on the following days:

Friday 15th December 2017 from 12.00noon | Monday 25th December 2017 until Thursday 4th January 2018 (re-open on Thursday at 9.00am)

For emergency repairs when the office is closed, please call City Building on Freephone 0800 595 595.

The Association's office will be closed on Tuesday 16th January 2018 for a staff training event. If you have any emergency repairs on this day please contact City Building on Freephone 0800 595 595. We will re-open on Wednesday 17th January 2018 at 9.00am.

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**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.

## 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**

## Keep Safe at Home this Christmas



Thieves know that over Christmas there will be high value presents and maybe more cash in your house than normal. Keep your home secure - lock all windows and doors, don't leave gifts in view of the windows and keep cash in your home to a minimum.



If you're going away for Christmas, keep your home secure. Lock all windows and doors, set your house alarm if you have one, use timers on lights, cancel any deliveries and ask a neighbour or friend you trust to keep an eye out while you're away.



If you're having a house party with lots of guests, it can be all too easy for a thief to slip in unnoticed. Make sure you know everyone who is there. If you're going to a party, don't let anyone tailgate you into a house or through a secured communal entry door who may not be a guest.



Protect any gifts you've bought for your friends and family. Get them to register mobile phones, tablets, laptops and cameras at [www.immobilise.com](http://www.immobilise.com). Don't give them a good quality bike without giving them a good quality lock, and register bikes at [www.BikeRegister.com](http://www.BikeRegister.com).



# Quit for Christmas

Sign up now for the opportunity to be **Smokefree by Christmas** and save the following\*



Quit on 6th November, save.....	£421.40
Quit on 13th November, save.....	£361.20
Quit on 20th November, save.....	£301.00
Quit on 27th November, save.....	£240.80
Quit on 4th December, save.....	£180.60
Quit on 11th December, save.....	£120.40
Quit on 18th December, save.....	£60.20



\*£8.60 pack of 20 cigarettes per day



Services available throughout the Northwest:  
Possilpark, Woodside, Milton, Maryhill, Knightswood,  
Drumchapel, Partick



Call 0141 232 2110

[www.nhsggc.org.uk/smokefreeservices](http://www.nhsggc.org.uk/smokefreeservices)



# Epic360

Epic 360 is a Big Lottery funded financial capability organisation, working to support the citizens of Glasgow with financial capability skills. Over 6 one-to-one, free and confidential sessions, they can support people with:



- Being in control of spending
- Opening bank or Credit Union accounts
- Saving
- Planning ahead
- Reducing waste
- Coping with a change in income

**E:** [info@epic360.co.uk](mailto:info@epic360.co.uk) | **P:** 0141 630 4324/5  
**W:** [www.epic360.co.uk](http://www.epic360.co.uk) | **F:** [facebook.com/Epic360](https://facebook.com/Epic360)  
**T:** @Epic360\_BLF

## Banking? Removing... The Fear Factor!

Applying for and opening a bank account can be quite a daunting thing to do. Follow the Epic 360 handy hints & tips below to help you get an account opened with the least amount of fuss.

- **Bank or Credit Union?** – Research into both, the differences between them and the types of accounts they offer to decide which would suit you better. Check the type of account you are opening to avoid unwanted charges and costs and that the account will work for you. Do you want to pay bills, set up Direct Debits, have online facilities and phone banking? Banks are obliged to provide accounts without monthly or late payment fees, check if you qualify for this type of account.
- **Decide how you want to bank** – Do you prefer to speak to someone in a branch, or be able to use an app on your phone. Do you prefer to speak to someone on the telephone or contact them by online chat? Answering these questions could be the difference between picking a local bank in your community or one that can be accessed by phone or internet, and could save you time & frustration! Think about managing your account moving forward, are you going to set up online banking to allow you to view and manage your account or would you prefer statements to be sent out and how often would you like this? Managing your account helps you to be in control of your money and avoid problems in the future.

**If it still feels a bit overwhelming to try to get a bank account opened you can make an appointment with Epic 360 for assistance. Epic 360 can help with the process and can even go with you to the bank if that would be helpful. Call Epic 360 on 0141 634 4324 or go online to their website [www.epic360.co.uk](http://www.epic360.co.uk) to make a referral!**

- **How do you want to apply?** – Some banks or credit unions offer the chance to apply by telephone which could mean no filling in of forms! Or would you prefer to apply face to face or maybe over the internet? Decide which you would feel most comfortable with and this can help you to decide which bank or credit union to choose. Remember, if visiting a bank or credit union, you can take someone with you if that would make you feel more comfortable

- **Take your time** - Ask questions about anything you don't understand and don't feel rushed or pushed into making decisions. Write down any questions you may have before visiting or contacting the bank, so that you remember to get the answers.

- **Find out what ID is needed** - Most banks will ask for two pieces of ID, one to confirm you are who you say you are and one to confirm your address. Ask for, or download, a list of all the forms of ID the bank or credit union you have chosen will accept. Most people assume they need a passport, driving licence or other form of photographic ID, but this isn't the case. Some banks will accept documents such as: UK Blue Disabled Driver's Pass, Council Rent Book/Card, Letter from Hostel Manager/Social Worker/Armed Service Officer/Minister of Religion/General Practitioner, Letter from a Prison Officer or Probation Officer.

- **Problems with providing ID?** – If you don't have ID, start collecting the letters you receive or contact organisations to get copies sent out. Everyone has a tax code, so you could call the Inland Revenue and request your Tax Code Notice be sent out. This could act for personal ID purposes or proof of address. If you receive your bills online, contact the company and ask them to send paper copies of the bills or statements for a short period of time (Banks don't accept mobile phone bills)

- **Make sure ID is correct & up to date** - If your name appears wrongly on a letter or your address is incorrect, contact the organisation and ask them to change this. It's worth knowing that some ID needs to be dated within a certain period of time, depending on what ID you are using. Check with the bank, as this can differ between 3, 6 and 12 months. Keep checking with the bank and letting them know what ID you have, they will let you know if you need anything else and offer suggestions as the list of acceptable ID can change.



## Flytipping : 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.

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

Report it online at [www.cleanglasgow.com](http://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.

## Useful contact numbers

**City building – 0800 595 595**  
to report loss of heating/hot water  
also for any emergency repairs  
over the festive period.

**Bulk uplift and missed bin collections**  
– **0141 287 9700.**

**Roads & lighting faults**  
– **0800 373 635**  
(emergency)  
– **0800 028 1414**  
(Motorway & Trunk Roads)

**Housing & Council tax benefit**  
– **0141 287 5050.**

**Scottish welfare fund**  
– **0141 276 1177.**

**Abandoned vehicles**  
– **0141 276 0857.**



**3D Drumchapel**  
**Baby Basics & Toddler Togs**  
**@ St Mark's**  
**FREE KIDS' CLOTHES AND ESSENTIALS AVAILABLE!**

Baby Basics & Toddler Togs is now based at St Mark's church, 296 Kinfauns Drive, Drumchapel

For more information, to make a donation or to make a referral, please contact:  
**0141 944 5740** or [referral@3ddrumchapel.org.uk](mailto:referral@3ddrumchapel.org.uk) or via [facebook.com/3ddrumchapel](https://www.facebook.com/3ddrumchapel)  
**3D Drumchapel, Drumchapel Community Centre, 320 Kinfauns Drive, G15 7HA**  
To find out more about all the fantastic free activities and support services we provide to children & families in our area, check us out online!  
[www.3ddrumchapel.org.uk](http://www.3ddrumchapel.org.uk) or **twitter & facebook @3ddrumchapel**



## Drink Wise, Age Well – Community Engager Programme



Drink Wise, Age Well aims to reduce alcohol related harm by helping people make healthier choices about alcohol as they age. The Drink Wise, Age Well Resilience Team (staff and volunteers) supports communities and individuals to build and strengthen resilience to alcohol.

Adults over the age of 50 may experience a number of life transitions and physical changes which may prove challenging and lead to social isolation. Alcohol may be used as a way of coping with these circumstances.

The Drink Wise Age Well team of volunteers provide a Community Engager (known locally as “buddy”) service. The aim of the service is to help people aged over 50 access activities and groups within their local area, many of which are run by Drink Wise Age Well. By participating in these activities people will enjoy a boost in their social networks and confidence. The main role of the “buddy” is to help service users to access activities by accompanying them until they feel confident to attend alone. The main benefit of the service is that it helps people to overcome barriers to trying new things.

There are many benefits to becoming a “buddy” including:

- Opportunity to access training
- Develop interpersonal skills
- Make friends and be a vital part of the team
- Ongoing support and supervision
- Use existing and new skills to benefit the community

For more information about accessing the service, or becoming a Community Engager, please call Drink Wise Age Well on Free-phone on 0800 304 7690.

## Debt Problems? Looking for Advice?

### What Step Change Debt Charity promise clients



“We work with clients to resolve the debt problems they face. We make no judgement on the causes of debt problems and work with clients in a sympathetic and supportive manner.

We undertake a comprehensive examination of the client's financial position, discuss possible solutions and recommend a course of action.

We never charge for the advice we provide.

We communicate with clients in a clear, honest, accurate, regular and timely manner.”

To find out more about Step Change Debt Charity please visit their website: <https://www.stepchange.org/> or contact them by telephone on 0800 138 1111.

## Dog Ownership

**Glasgow City Council bringing in tougher penalties for irresponsible dog owners.**

Dog fouling is a nuisance and a risk to public health. Staff of the Association are proactive in stamping this out. We will report any incidents of dog fouling to the Community Enforcement Team who can issue a fixed penalty notice. Irresponsible dog owners are also breaching their tenancy agreements and we may take further action.

Our dog agreement states, amongst other things, you must

- Keep a collar and name tag on your dog, as required by law, with your name and address clearly marked.
- Keep your dog under control and supervised at all times.
- Clear up your dog's faeces and dispose of it hygienically.
- Respectfully listen to the complaints other residents have if they believe your dog is causing a nuisance and take appropriate action to help resolve any problems.
- Ensure your dog is not left unattended for long hours.
- Ensure your dog is micro chipped.

In addition, you must not allow your dog to:

- Foul staircases, walkways, courtyards, any communal areas or dwelling, including your own flat.
- Roam around landings, walkways, communal areas or grassed areas.
- To bark so that it causes, or likely to cause nuisance to others.

If you require further advice or information please contact a member of staff.





## Discarded Items - Communal closes

We would remind all tenants living in closes that **No items should be discarded on the landings/stairs**. All closes and landings must be kept clear and tidy at all times. Leaving items on the landings causes both a safety and fire hazard to other people and the building. It can also be extremely unhygienic and cause a bad smell in the close if bags contain foodstuff. It is also a breach of your Tenancy Conditions.

If you have any items to be disposed of then please ensure you put them outside and call for a free bulk uplift (0141 287 9700), all other household items should be put in the bins provided straight away. Do not leave bags of household rubbish outside your door.

Our Caretakers inspect the area on a regular basis and will report to your Housing Services Officer, who will take action where necessary against anyone in breach of this request.

Your co-operation is appreciated and contributes towards a cleaner environment in which to live and helps prevent neighbour disputes/complaints.

## Overflowing refuse bins

Overflowing refuse bins are a health hazard and encourage vermin into the area.

Please ensure that you are disposing of your refuse properly.

Further information and advice on recycling is provided within this newsletter.

Glasgow City Council may not empty bins which are overflowing or contaminated.



## Recycling Guide

recycle for Glasgow



### Blue Bin



#### FOR DRY MIXED ITEMS ONLY



Empty Cans



Cardboard, Card Packaging



Newspapers/Magazines, Mixed Paper, Envelopes



Milk Bottles



Empty Tins



Plastic Bottles

### Grey Bin



#### FOR FOOD WASTE ONLY



Meat, Bones, Leftovers



Dairy, Cakes, Biscuits



Vegetables, Peelings, Fruit



Fish, Shells, Pet Food



Eggs and Shells, Tea Bags, Coffee Grounds



Bread, Rice, Pasta

### Green/Silver Bin



#### FOR GENERAL WASTE ITEMS ONLY



All other waste items not for blue or grey bins

#### RECYCLING CENTRES

Clothes, textiles and electrical items/appliances can be taken to one of Glasgow City Council's Recycling Centres, details of locations via our website below.

For help or advice with waste and recycling issues, please visit our website: [www.glasgow.gov.uk/recycling](http://www.glasgow.gov.uk/recycling)

Land and Environmental Services

## Fire Safety in the Home

**Smoke Alarms:** Pineview Housing Association have provided all tenants with a smoke alarm and we ensure that it is working properly by completing an annual safety check. However, you too can also take steps that help prevent fire by:

**Regularly test your smoke alarm once a week and let us know immediately of any problems**

**Common Fires:** Many fires are caused in the home due to faulty electric equipment and carelessness. You can avoid this by taking steps to ensure that this does not happen:

**Keep electrical appliances clean and in good working order**

**Keep matches and saucepans out of reach to keep them safe**

**Avoid leaving children in the kitchen alone when cooking**

**Make sure candles are secured in proper holders and away from materials**

**Stub cigarettes out properly and dispose of carefully**

**Be prepared and plan an escape route**

Be prepared and do not tackle fires yourself. If you need further advice you can contact your local fire service who will be happy to come to your home and complete a FREE home safety check and discuss the above in more detail with you.

## Winter Driving Tips

If it is essential to use your vehicle in adverse weather conditions here are some tips to help keep you safe.

### Driving in Extreme Weather

Extreme weather conditions and icy roads can make driving more difficult. There are lots of simple things that you can do to make your journey safer and less stressful during severe weather. By following the advice below you can help to make your journey safer and reduce delays for everyone:

### Check and Service Your Vehicle:

It is important to check that your vehicle is well maintained and serviced - you can reduce your chances of breaking down by servicing your car regularly.

### Before your Journey:

- Check / Top up or add anti-freeze.
- Check / Top up windscreen washer bottle also add winter additive.
- Check for wear and tear on wiper blades / Replace them as soon as they start to smear rather than clean windows.
- Check your battery is fully charged if the battery is not reliable, replace it
- Check tyre pressures and that your tyres have plenty of tread, at least 3 millimetres of depth.
- Consider the use of winter tyres.
- Check lights are clear of dirt and spray, keep them clean and make sure all bulbs are working.
- Before driving off, make sure your windows, lights and mirrors are clear of mist, ice and snow, inside and out.

Consider whether you really need to travel - or can you delay your journey until conditions improve. If you do need to travel ensure you plan your journey by:

- Checking the weather forecast and road conditions.
- Ensuring your vehicle is ready for a journey in poor weather.
- Consider alternative routes and change your route if necessary.

**Always drive safely according to the weather conditions – Keep yourself and your family safe.**



## Keep Warm this Winter

### Warm Homes Discount

**You may be entitled to a payment of £140 towards your electricity bill, even if you pay for your electricity through a pre-payment meter.**

You are eligible if,

- your supplier is part of the scheme
- your (or your partner's) name is on the bill.
- you were getting the Guarantee Credit of PensionCredit.

If eligible, you will either get the discount automatically or you will receive a letter inviting you to apply and advising of the closing date.

If not on Pension Credit you may still qualify for a payment if you have a low income and receive certain benefits. However, you would need to check with your supplier as each has different criteria.

### Winter Fuel Payments

**Winter Fuel Payments are paid to those born before 5 August 1953.**

Between £100 and £300 is paid depending on your age and household circumstances.

For most claimants payment will be made automatically sometime in November or December. You will, however, need to make a claim if you have not received a Winter Fuel Payment before and are not in receipt of a state pension or other benefits. Claims can be made by phoning: 03459 151515. Further information can be found at: [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)

### Cold Weather Payment

**If eligible, you will receive £25 for each seven day period of very cold weather between 1 November 2017 and 31 March 2018.**

A period of very cold weather is any period of seven consecutive days when the average temperature, in the area, is below 0°C.

Pension Credit claimants will be eligible. Some Income Support, Jobseekers Allowance, Employment Support Allowance and Universal Credit claimants (mainly those who have a disability, a child with a disability or a child under five years of age) will also be eligible. There is no need to apply for a Cold Weather Payment. An award should be made automatically if you are eligible.

### Affordable Warmth Dividend

**You will be eligible if aged 80 or more by 31 March 2018 and you live in Glasgow.**

If you have received an Affordable Warmth Dividend before you should receive this year's payment automatically.

If you have not had a payment in previous years, or have not received a letter by 30 November, you can claim by phone: 0141 287 7961 or online: [www.glasgow.gov.uk/affordablewarmth](http://www.glasgow.gov.uk/affordablewarmth). Claims must be submitted by 31st March 2018.

If eligible you will receive a £100 payment. If more than one person in the household is eligible, each will receive a payment.



**RSABI**  
Supporting People  
in Scottish Agriculture

## Help for Heating

*As we head into the colder months remember that RSABI is here to help people who are working or have worked in farming, crofting and growing. Call us today on 0800 111 4166 if you are struggling with utility costs and let RSABI help make your house a wee bit warmer this winter.*

**OSCR**  
Scottish Charity Regulator  
[www.oscr.org.uk](http://www.oscr.org.uk)  
Registered Charity  
SC000000



## Got an idea? Why wait? Dream big and start now!

Being part of a group of amazing women has given [Women of Courage SRG](#) the opportunity and nerve to chase down their dreams and all the while, doing it in style. With plans of owning a shop space that can also serve the community, this group went after their dreams together.

It started when one member was looking for a new job, saw one that would do and decided to take the plunge and apply but shortly after realised that applying for a job, just for the sake of it was never going to work for her. She wanted to go down her own path, follow her own dreams and start making money from doing something she loved. That is when she came across WEvolution. Along with a few other women she decided to get in touch and find out how WEvolution could help get their ideas off the ground.

Commitment was key and Women of Courage decided very early on that if they were going to do this then they were going to give it one hundred percent. They began saving a little bit of money, savings that have been crucial to the group providing them with financial stability. They say 'it has been a great experience to have a pot of money that can be used to support one another, particularly when someone needs a little financial help'. Now the group are using their savings to invest in themselves; they rely on no-one - they can just get on with it.

For the group, the collective environment provides a space to be outrageous with their ideas and dreams. Each member of the group brings something unique. One member of the group now runs her own shop, a place that is hers and she loves every day being her own boss! Admittedly, she does say that she would have done it without the group. However, being part of a Self-Reliant Group has meant that she went after her dreams quicker and she would not have had the emotional or financial support that the group provides. With the savings from the group and a small loan

of £200 from WEvolution it meant that they did not have to wait to get their ideas started.

Her advice to everyone thinking about starting an SRG and wanting to change her life is this...

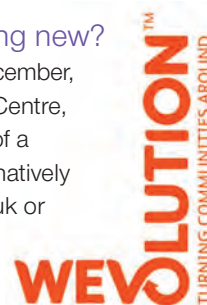
**"If you think you can, you can. People think they cannot start their own business but everything can be done. If you say you can, you will. Prove it to yourself."**

WEvolution's Self-Reliant Groups (SRGs) are the first of their kind in Scotland and the rest of the UK. The initiative grew out of a 10-day immersion trip hosted by the Church of Scotland in January 2011 through which 13 women from 7 of Glasgow's least understood communities experienced at first hand the transformative impact of women's self-help groups in India.

The SRG approach nurtures an environment wherein people, especially women are enabled to come together to help each other, save small amounts of money, learn together and create products or services bringing hope and value to their lives, and in the long term, to their families and local communities.

### Have you always wanted to try something new?

Come along to the open day on the Friday 15th December, 10.30am – 12.30pm at Drumchapel Community Centre, 320 Kinfauns Drive, and find out how being part of a Self-Reliant Group can turn your life around. Alternatively get in touch with Lorna on [lorna@wevolution.org.uk](mailto:lorna@wevolution.org.uk) or 07522013110 she would love to hear from you.



## Domestic Abuse

Unfortunately the festive period can be a time when relationships can become strained, which in some cases can result in domestic abuse. If you are experiencing domestic abuse you can get confidential advice and assistance, including information on housing options, by contacting:

- Domestic Abuse Helpline on 0800 027 1234 (24 hours);
- National Domestic Violence Helpline on 0808 2000 247 (24 hours).

If you are homeless or threatened with homelessness, you can get independent advice from:

- Shelter Scotland on 0800 800 4444 (24 hours)

If you need advice and assistance about temporary or longer-term accommodation needs, you can contact:

- Glasgow City Council Homelessness Team on 0800 838 502

Domestic violence and abuse can happen in any relationship. It occurs within all age ranges, ethnic backgrounds and economic levels. While women are more commonly victimised, men are also abused, especially verbally and emotionally. The bottom line is that abusive behaviour is never acceptable, whether it's coming from a man, a woman, a teenager, or an older adult. Everyone deserves to feel valued, respected, and safe.

Other organisations that may be helpful to anyone who is experiencing domestic abuse are:

For women  
[www.scottishwomensaid.org.uk](http://www.scottishwomensaid.org.uk)  
Telephone: 0800 027 1234

For men  
[www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)  
Telephone: 0808 801 0327

For the LGBT+ community  
[www.galop.org.uk/](http://www.galop.org.uk/)  
Telephone: 0800 999 5428

# Maintenance News

## Kitchen update

We have now installed 48 Kitchens in this year's contract with Mears. Some of these kitchens that have been installed can be seen opposite.

## Boiler renewals

We have currently installed 107 new Worcester Green Star 30i boilers to our properties. The feedback from residents so far is they are saving money through their heating now they have their new combination boiler installed.



## Gas Servicing to Boilers

The Association is required by law to carry out an annual safety check and service to all gas pipework and boilers installed within Association properties. These checks are required to make sure your boiler is safe and the risk of any carbon monoxide poisoning is minimised for your household.

The Association carries out these checks on a 10 monthly cycles so that we can make sure the work is complete and you are safe before the anniversary. The gas service 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.

## Smoke Alarms & CO Alarms (Carbon Monoxide)

All smoke & CO alarms installed in Association properties will 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 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 every 5 years for safety purposes.



### Please Note

As long as you have some credit in both your gas and electric meter we will be able to do the service. If the gas engineer calls at your property and you have no credit in either of your meters and the annual service cannot be carried out, the engineer may have to cap off the gas meter to make sure that you, your household members, your neighbours and your home are safe.



## Out of Hours Emergency Repairs

If you have any emergency repairs during the festive period, then contact **City Building (Glasgow) on Freephone 0800 595 595**.

Please only report emergency repairs which cannot wait until the office reopens. **If a tradesman is called and the repair is not classed as an emergency, you may have the cost charged to you.**

### Examples of Emergency Repairs are:

- Water Leaks
- Burst pipes and tanks
- Loss of electric power or faults, not caused by tenant's appliances
- Loss of water supply
- Broken or choked W.C. where there is only 1 toilet in the property
- Board up broken windows
- Fires or break-ins
- Lightning, flood or storm damage endangering life or property
- Structural problems causing a danger to tenants or the public
- Difficulties with locks causing security problems

### Remember, if your repair can wait until the office re-opens then it is not an emergency

If you smell gas in your home, please contact **Scotland Gas Networks on 0800 111 999** immediately and if you can, turn the handle off at your gas meter and do not use any electrics. Open all windows to extinguish the smell of gas and do not use any naked flames.

## Help Prevent Frost Damage This Winter

Try and avoid burst pipes and damage to your home by keeping it reasonably warm, day and night. You should set the radiator valves to at least frost protection position. If you do get a burst pipe, turn off the main stop cock (which is usually under the kitchen sink or in a hall cupboard) and then call the emergency number on **0800 595 595** immediately.

If you intend to go away overnight or for a longer period leave the heating on to maintain a reasonable background temperature and ask someone to visit the property regularly if you can. Alternatively, drain down the system, turn off the supply at the stop valve and open all taps and leave open. Ensure plugs are removed from sinks and wash basins and flush the toilet to empty the cistern.

**TENANT LIABILITY:** If you fail to take reasonable precautions to prevent burst pipes, you may be held responsible for the damage caused to the property. Your neighbours might also have a claim against you for any damage to their property and contents. Burst pipes can cause considerable damage to your home.



## Housing Benefit Backdate

From 1st April 2016 the Government has reduced the time in which they can backdate your Housing Benefit to one month.

If you receive any Housing Benefit suspension letters please make sure you deal with them immediately or contact the office to make an appointment with your Housing Officer or the Welfare Benefit Advisor who can assist with securing your entitlement back in place quickly.

If you do not deal with this quickly then you may end up with arrears/increase in current arrears.

## Phishing Scams

With more and more of us doing our Xmas shopping online here are a few tips to ensure that your hard earned cash goes where it is supposed to go. You need to be careful about giving out your personal financial information over the Internet. Be suspicious of any e-mail with urgent requests for personal financial information because it's probably a scam. Phishing is an attempt to criminally and fraudulently acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity using e-mail e.g. receiving an e-mail purporting to be from your bank to update your details online by following a given link.

Avoiding this type of scam is reasonably easy if you can remember that:

- Scam e-mails are aimed to encourage the recipient to respond.
- Scam e-mails typically ask for personal information such as usernames, passwords, credit card numbers, social security numbers, etc.
- Scam e-mails are typically not personalised and some contain either bad spelling or bad grammar.
- Valid messages from your bank or e-commerce company will be professional and correctly addressed with your name.
- Never click on any link to a bank, eBay, or other merchants. When in doubt, call the institution using the number listed in the phone book, not the one provided in the e-mail or link.
- Avoid filling out forms in e-mail messages that ask for personal financial information and never save them to your computer.
- Don't click on attachments. Run both antivirus and anti-spyware applications. Firewall and privacy protection software are also a good idea. Update this software, as well as your operating system, on a regular basis.
- Use a cross-cut shredder or burn documents containing personal information. Do not store PINs on your computer or other mobile devices.
- Ensure that you're using a secure website when submitting credit card or other sensitive information via your Web browser.
- Check the beginning of the Web address in your browsers address bar - it should be "https://" rather than just "http://" and a padlock should appear in the lower right hand corner of the information bar.
- Regularly check your bank, credit and debit card statements to ensure that all transactions are legitimate.
- Order credit reports on yourself yearly and review them carefully

**Be smart, be safe this Christmas and don't be conned.**

## Bogus Callers

### **Bogus callers: If in doubt, keep them out!**

Bogus callers try to get into your home, distract you, and try and steal your money or valuables. They often pretend to be workers and attempt to trick you into paying for unnecessary work. Here's how to beat them:

- Don't let unidentified callers in to your home.
- Never agree to have work carried out on your property by someone who comes to your house without an appointment.
- Never take their word that work needs to be done at all.
- Don't be pressured into paying before any work is carried out.
- If you need work done to your home, get some quotes from trusted companies and ask people you know for recommendations.
- If anyone tries to gain entry to your home or if you're suspicious, call us or the police (emergency calls, dial 999; non-emergency calls, dial 101).
- All of our staff carry photographic identification badges. Each badge has the Pineview logo, the staff member's name and a telephone number printed on it.
- Always check the identification of any callers to your

home. Photographic identification provided by any organisation, such as Scottish Gas, should always have a phone number you can call to check their identity.

- Remember you can call us on 0141 944 3891 and check anyone who says they're from Pineview Housing Association or working on our behalf.
- Let a member of your housing team know of any attempts to access your home. This helps us warn others of bogus callers.

If someone calls at your house and you're unsure about their identity, follow these steps:

**LOCK - Keep your front and back doors locked at all times.**

**STOP - Check to see who is at the door, keep your door chain on at all times.**

**CHECK - Always ask for identification and never let someone into your house unless they have made an appointment to see you.**

**If you're unsure tell them to come back when someone else is in the house with you.**

**If you are in doubt, don't let them in. Call your local police station or Crimestoppers on 0800 555 111.**



## Terminating your tenancy

You must give us at least 28 days written notice to end your tenancy. You can do this in writing either by sending us a letter or filling in a form which you can get from our office.

Your husband or wife, your civil partner, your partner or any joint tenant, must also sign to show that they agree the tenancy should be given up.

Please remember, it is important to tell us the date you are moving out and your new address. You should also tell us who supplies your gas and electricity.

Before you leave your home you should:

- Let us in to carry out a pre-termination inspection (we will arrange a convenient time)
- Ensure the house is in good condition and clean and tidy
- Take all your property from the house, loft and garden
- Carry out any repairs that are your responsibility
- Pay the rent and any other charges due to us
- Take final meter readings for your gas and electricity
- When you leave, return the keys to us by 12.00pm on the day your tenancy ends

If the Association is made aware or suspects that you are not living in your home we will proceed with our abandoned tenancy policy & procedure. This gives you 28 days to contact the office to discuss your tenancy, if contact is not made then the association can force entry to the property, change the locks and your tenancy will be ended.

It is therefore very important that you respond to any letters, phone calls or visits from the Association staff.

Since September 2017 we have taken back three properties by using the abandonment procedure.

## Rent Payments over Festive Period

Whilst we appreciate that December is a very busy, expensive period for everyone, please remember that there is no rent free period during the festive period and your rent is still due to be paid on time to your rent account. Pay your rent before it's spent.

If you are planning on making your payment in the office or via debit card during December, please note our office will close on Friday, 22nd December 2017 and re-open again on Thursday, 4th January 2018. You can also make your payments in the following ways:

**Callpay (Using a Debit Card by phoning or visiting the office)**

callpay

**Pay point (At any outlet that has pay point, using your rent payment swipe card)**



**Post Office**



**Direct Debit**



**Standing Order**

**Online at [www.allpay.net](http://www.allpay.net)**



**By phoning Allpay on 0844 557 8321**

## Summer 2017 Garden Competition Winners

Housing Services Officers were out and about during the summer months taking photos of all the lovely gardens in the community to put forward into our annual garden competition. The competition was judged at our Customer Forum meeting and winners were selected from our forum members as follows:

### Green Green Grass of home:

Mrs Marion Niven  
Area Waverley

### Lovely Lawns and Landscapes:

Ms O'Callaghan  
Area Waverley

### Pot luck:

Mrs Stevenson  
Area Pinewood

### Special Recognition Award:

Mr Cairney  
Area Waverley

Each of our winners received a £25 voucher.

Pineview Housing Association would like to thank everyone for the effort and hard work put into keeping your garden well maintained and looking nice.



If you do not have an allpay payment card, please contact the office immediately and we will arrange for one to be sent out to you in plenty of time for the Christmas break.

It is essential that you do not miss your rental commitments during the Christmas period as your home may be at risk. Although considered a last resort, eviction proceedings can be taken if you do not meet these commitments.

If you require any assistance with your benefits, we provide a Welfare Benefits Advice Service in our office every Friday morning.

If you are having difficulties in meeting your rental obligations, please contact your Housing Officer who will be happy to assist and offer advice. 0141 944 3891.

# Annual Return on the Charter Performance Summary Update

## How Did We Do?

All tenants should have received a copy of our annual report for 2016/17 during October 2017. The annual report gave a summary of our work and achievements during 2016/17 and detailed our results against achieving the outcomes of the Scottish Social Housing Charter. We included a satisfaction survey on our report and asked our customers to let us know what they thought – please could you take five minutes to let us know your thoughts? You can complete the survey by either:

- Visiting our website and completing online – [www.pineview.org.uk](http://www.pineview.org.uk)
- Returning your paper survey to our office (if you need another copy please just let us know)
- Phone Mandy at the office to complete (0141 944 3891)
- Text us with your name and a time to call you back to complete the survey – text 07951472472

What we Measure	2016/17 Drumcog Average	2016/17 SHN Average	2016/17 Scottish Average	2016/17 Pineview Outcome
<b>Getting Good Value from Rents &amp; Service Charges</b>				
30 – Rent collected as % of rent due	100.34%	100.20%	99.61%	99.22%
31 – Total arrears non-technical (current & former)	3.77%	3.60%	5.30%	2.53%
34 – Void Rent Loss	0.26%	0.20%	0.87%	0.02%
<b>Housing Quality &amp; Maintenance</b>				
9 – 99% of tenants satisfied with condition of home when moving in	88.33%	88.80%	89.96%	88.46%
11 – Emergency Repairs: average completion time	2.14 hours	2.70 hours	4.66 hours	1.91 hours
12 – Non-Emergency Repairs: average completion time	2.37 days	3.80 days	7.08 days	2.33 days
13 – % of Non-Emergency Reactive Repairs - completed right first time	96.61%	94.50%	92.41%	94.34%
14 – % of Repairs appointments kept		98.10%	95.73%	95.73%
15 – % of properties with current gas safety record	100%	99.90%	99.89%	100%
16 – % of Tenant repairs satisfaction	97.98%	92.80%	90.58%	98.27%
<b>Access to Housing &amp; Support</b>				
20 – % of new tenancies sustained	93.85%	92.80%	89.04%	96.88%
21 – % of lettable house that became void	6.34%	6.40%	8.41%	4.69%
35 – Average relet time	10.64 days	12.40 days	31.53 days	2.24 days
22 – % Approved medical applications for adaptations completed	98.53%	90.82%	86.17%	100%
23 – Average time to complete medical adaptations	27.82 days	85.60 days	51.80 days	36.00 days
<b>Neighbourhood &amp; Community</b>				
18 – % tenancy offers refused	15.64%	28.10%	37.33%	7.41%
19 – % Anti-social behaviour cases resolved within locally agreed targets	97.89%	89.00%	87.22%	95.45%
24 – % of Court actions initiated that resulted in eviction	7.79%	19.19%	16.88%	18.75%



We report against the Charter outcome annually but like to keep our customers updated with some of the performance we measure throughout the year. As such, we have provided a summary in the tables below of how we are performing in key activity areas compared with our previous results, those of benchmarking partners and against the 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 Key:**

- ✓ Target Met
- ✗ Target Not Met
- 😊 Performance Improving
- 😐 No or very little change in Performance
- 😞 Performance Declining

2017/18 Pineview Target	Pineview Outcome at 30/09/17	2017/18 Target Met	Performance Change from 31/03/17	Notes
99.00%	99.82%	✓	😊	
2.33%	2.81%	✗	😞	Work ongoing to improve.
0.05%	0.03%	✓	😊	Could increase over year due to volume of voids.
96.00%	83.33%	✗	😞	15/18 surveyed satisfied, 3 not satisfied. Work ongoing to improve.
4.00 hours	1.32 hours	✓	😊	
4.00 days	2 days	✓	😐	
95.00%	97.73%	✓	😊	
95.00%	96.86%	✓	😊	
100%	100%	✓	😐	
98.00%	100%	✓		
90.00%	96.15%	✓	😐	
6.00%	4.31%	✓	😊	
3.00 days	2.91 days	✓	😞	Still within target.
100%	90.91%	✗	😞	Work ongoing to improve.
37.00 days	38.00 days	✗	😞	Work ongoing to improve.
-	16.67%		😐	Figure may rise due to participation in the Glasgow Common Housing Register and some applicants not being fully aware of stock location. No cause for concern.
100%	100%	✓	😊	
-	22.22%			Impact of management of breaches of tenancy.

If you would like any further detail on the above, or any other areas of our performance, please contact our office.

## Competition Time

Congratulations to our summer newsletter competition winner **Janette Murphy** who won £25.00 Love to Shop vouchers by completing the fruity word search, well done Janette.

If you would like to be in with a chance of winning £25.00 Love to Shop vouchers all you have to do is decorate/colour in the Snowman which is inserted within the newsletter.

Please decorate/colour in and hand in to the office no later than **Friday 15th December 2017**. Please put your name, address and contact telephone number on the reverse of the sheet.



T	H	S	U	A	L	C	A	T	N	A	S	E	P	W
H	B	S	T	N	E	M	A	N	R	O	I	G	R	I
T	G	E	S	R	E	I	N	D	E	E	R	A	E	N
F	T	G	N	I	V	I	G	S	N	E	P	L	S	T
I	L	I	N	B	R	G	C	H	N	P	R	I	E	E
F	S	Y	T	B	L	E	S	N	I	T	E	M	N	R
Y	A	A	S	O	W	S	B	N	D	I	T	N	T	S
T	G	D	L	N	R	E	G	M	Y	O	A	F	S	G
N	A	I	L	S	E	P	L	T	E	I	R	M	S	N
E	Y	L	I	M	A	F	E	I	K	C	B	S	T	I
W	B	O	I	P	T	N	G	C	R	R	E	O	H	K
T	S	H	E	B	H	Y	S	S	U	O	L	D	G	C
C	H	R	I	S	T	M	A	S	T	R	E	E	I	O
N	G	W	H	I	T	E	C	H	R	I	C	S	L	T
T	M	A	S	D	E	C	O	R	A	T	I	O	N	S

Find the Christmas words from the bottom in the Christmas word search grid. The words can be forwards or backwards, vertical, horizontal, or diagonal. Circle each letter separately, but keep in mind that letters may be used in more than one word. When the Christmas word search puzzle is complete, read the remaining letters left to right, top to bottom, to learn an interesting Christmas fact. Enjoy the free Christmas word search!

- CELEBRATE
- GIVING
- REINDEER
- TURKEY DINNER
- CHRISTMAS TREE
- HOLIDAY
- RIBBONS
- TWENTY-FIFTH
- DECEMBER
- LIGHTS
- SANTA CLAUS
- WINTER
- DECORATIONS
- ORNAMENTS
- STOCKINGS
- WRAPPING PAPER
- FAMILY
- PRESENTS
- TINSEL
- WREATH

### 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 & transparent
- Fair & adaptable
- Polite & approachable
- Positive & kind
- Knowledgeable and listening

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.