

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.



Contacting the Office

We aim to respond to your enquiries efficiently, with a service that is easy and quick for you to use. You can contact the Association in a range of ways:

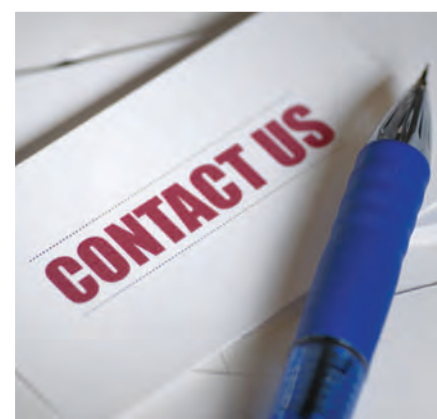
**Pineview Housing Association Ltd,
5 Rozelle Avenue, Drumchapel, Glasgow G15 7QR**

Tel: 0141 944 3891

Request a call back via text message: 0795 147 2472

Email: mail@pineview.org.uk

Web: www.pineview.org.uk



Office Closure: Easter Bank Holiday

Our office will be closed from 5pm on Thursday 31st March 2016 and will reopen on Tuesday 5th April at 9am.

For emergency repairs during this time, please call: Freephone 0800 595 595

Pineview

Celebrating our

25th
Year

Pineview Housing Association - 25 Years Old!

2016 will see the Association hold its 25th Annual General Meeting. The Association was registered as Pineview Housing Co-operative in December 1990 and became a local landlord in the Pinewood area in 1991. Since then the Association has changed from a Housing Co-operative to a Housing Association and has grown and developed over the last 25 years.

During 2016 the Association would like to have some events to mark this special anniversary and we would like to get some ideas from tenants and residents about how you would like to celebrate this special milestone with us. The Customer & Resident Forum are looking at suggestions with staff and they would love to hear from you.

As part of the celebrations we will be holding a tenant prize draw during each month of 2016 with a prize of £25 Love to Shop vouchers for the lucky winner each month.

If you have any suggestions we would love you to share them with us – please contact Karen or Isobel at our office to share any ideas you have. Thank you.



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

We are always looking for ways to have more residents and customers involvement, if you have any suggestions for getting involved or for improving our services please contact Isobel at our office to let us know.

We need your input to help us make sure our services meet the needs of our residents and customers. We can't always do everything that everyone wants but we need to know what you want so we can try to meet your expectations or at least be able to explain to you why we cannot.

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

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

Scottish Housing Regulator

We provided details of our 2015/16 regulation plan in previous newsletters, and below we give an update on our progress against the plan.

Of the 534 self-contained properties that the Association own, there were sixteen properties that did not meet the requirements of SHQS (Scottish Housing Quality Standard) because of a lack of storage space in the kitchen area.

The Association has been working with the tenants of these properties to carry out improvement works and at the end of December eleven of the properties had been improved to meet the standard. The remaining 5 properties have works planned for February so that these should also comply by the end of March 2016.

We will keep you updated through future newsletter items, however, in the meantime should you like more detail on our regulation plan and our SHQS compliance please contact Joyce at our office.

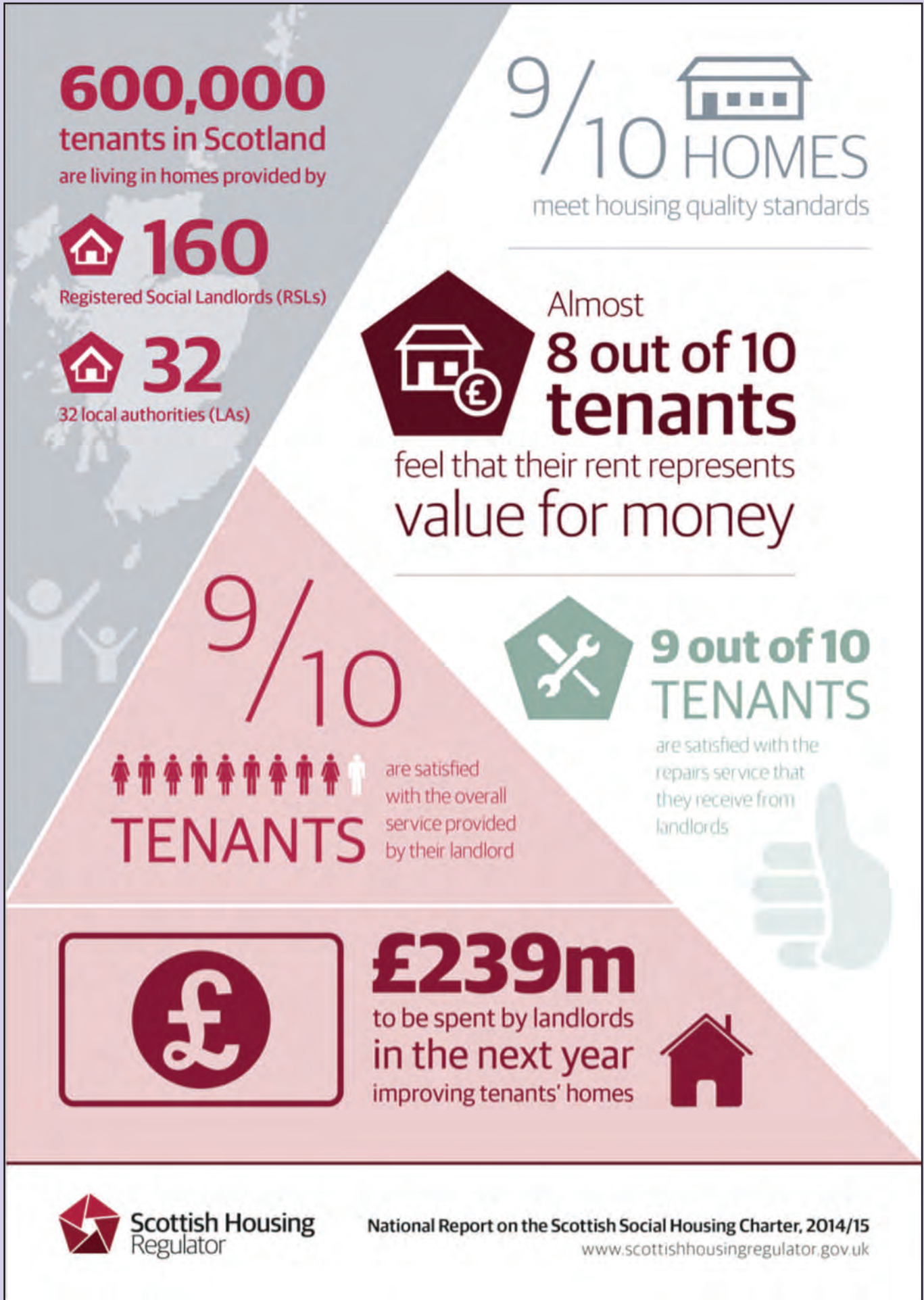


The Scottish Housing Regulator (SHR) has published their national report on landlord performance in 2014/15. This report is their second annual national analysis of social landlords' performance in delivering services to tenants.

The report shows that, overall, social landlords are performing well against the standards and outcomes in the Scottish Social Housing Charter and either maintaining or improving on the previous year. Overall, landlords continue to provide good services. Nine out of ten social housing tenants were satisfied with the overall service provided by their landlord. There are variations in performance. Overall, RSLs have performed ahead of local authorities, while the biggest improvements have come from local authorities.

SHR Chief Executive, Michael Cameron said: "Overall, tenants are satisfied and landlords are performing well and improving. This is good news since landlords started from a strong position in 2013/14. Of course, performance varies and there are individual landlords, both local authorities and RSLs that are performing less well and have room to improve. It is important for their tenants that those landlords grasp opportunities to improve, and that will also help to drive the sector to an even better overall position."

You can read the national report on the Scottish Social Housing Charter and/or watch a short video produced by the SHR to illustrate the national report's key findings at the following web address:
<https://www.scottishhousingregulator.gov.uk/2nd-national-report-scottish-social-housing-charter>



Consultation Corner

Policy Reviews Completed

The following policies have been reviewed during December 2015 and January 2016. If you would like to know more about the changes made please contact our offices to discuss with the member of staff identified.

| Policy: | Date Approved By : Management Committee | Staff Member to contact for more detail: |
|--|--|---|
| Equality & Diversity | 22/12/15 | Isobel |
| Legionella | 22/12/15 | Karen |
| Anti-social Behaviour | 22/12/15 | Karen |
| Disaster Recovery Plan | 22/12/15 | Joyce |
| Office Call Out | 22/12/15 | Joyce |
| Employing Members of the UK Reserve Forces | 22/12/15 | Isobel |
| Flexi/TOIL | 22/12/15 | Isobel |
| Staff Training & Development | 22/12/15 | Isobel |
| Staff Appraisal | 26/01/16 | Joyce |

Policy Reviews Date

The following policies are due to be reviewed during 2016. If you would like to know more about the proposals please contact our offices to discuss with the member of staff identified.

| Policy: | Staff Member to contact for more detail: |
|---|--|
| Risk Management | Joyce |
| Governing Body Performance Review | Joyce |
| Safety | Isobel |
| Audit | Joyce |
| Information Technology | Isobel |
| Complaints Handling | Isobel |
| Attendance Management | Joyce |
| Contractors | Karen |
| Dignity at Work | Joyce |
| Disclosure | Joyce |
| Smoking | Isobel |
| Rent Setting & Service Charges | Karen |
| Child Protection | Karen |
| Model Code of Conduct | Joyce |
| Abandonment | Karen |
| Tenancy Management | Karen |
| End of Tenancy | Karen |
| Lease | Karen |
| Model Entitlements, Payments & Benefits | Joyce |
| Treasury Management | Joyce |
| Customer Care | Isobel |
| Office Call Out | Joyce |
| Disaster Recovery Plan | Joyce |

Stock Condition Survey Update & Thank You

Our latest stock condition survey started during September 2015 and the survey results are now being analysed. The information from the survey will allow us to determine and cost future maintenance and improvement plans in order to keep properties in good condition for current and future tenants.

This stock condition work is essential to allow us to plan and budget our finances to have sufficient resources to carry out future work when required.

We would like to say a big thank you to all tenants who allowed the surveyors access to their homes.

We are also using the survey to allow the Association to measure how our properties measure against the Energy Efficiency Standard for Social Housing (ESSH), which Scottish social landlords are due to meet by 2020.

The results from the survey so far are showing that our stock meets the ESSH standard, although there are still more results to come through. For any properties that do not meet the required standard the Association will look to identify cost effective works to meet the standard.

If you would like any more information on this matter please contact Joyce at our office.



Internal Audit

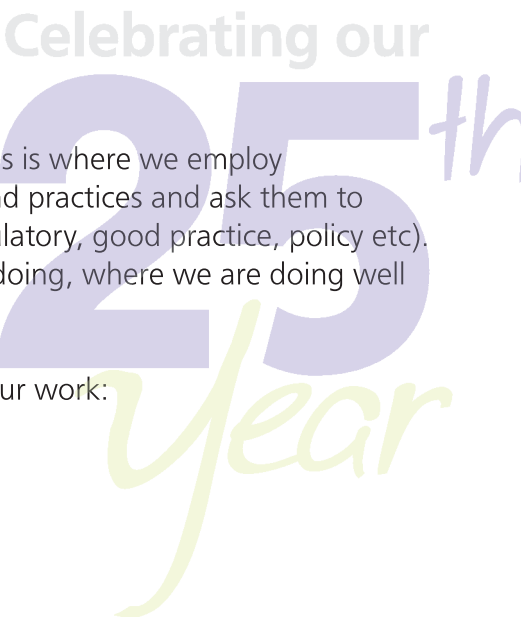
The Association undertook internal audit work during November 2015. This is where we employ independent auditors to come into the Association and review our work and practices and ask them to advise on how we are performing against various requirements (legal, regulatory, good practice, policy etc). This allows the Association to have an independent review of how we are doing, where we are doing well and where we could improve.

Our current auditors, Wylie & Bissett LLP, reviewed the following areas of our work:

- Governance
- Risk Management
- IT Systems
- Maintenance
- Follow up from previous audit.

From this the auditors have worked with the Association to identify areas where we can make changes and improvements in maintenance and IT systems. The auditors will revisit these areas again later during 2016/17 to make sure agreed changes and improvements are being implemented.

If you would like to know more about this, please contact Joyce at our office to discuss further.



Rent & Service Charge Increase For 2016

The Association reviews its rent and service charges every year and works hard to try to keep the charges affordable whilst having enough money to cover all our current costs and put money aside for future maintenance works, such as new kitchens, new boilers, replacement windows, roofs etc.

In our winter newsletter, the Association consulted on options for the 2016 increase. Thank you to those eight customers who took the time to respond to the consultation.

From the eight responses the choice of increase was split as follows: **1.7% - 4** **0.7% - 3** **1.2% - 1**

The average of these increase choices (4 x 1.7, + 3 x 0.7, + 1 x 1.2) equaled 1.26. The nearest choice option to this was the option of 1.2% and as such, the Committee of Management approved the increase at 1.2%.

Letters advising of new charges have been issued to all customers.

If you would like more detail on this please contact Karen at our office.



We Want Your Views – Please Customer Satisfaction Survey

During 2016/17 the Association will be undertaking our 3 yearly tenants and owner satisfaction survey. This survey will contain core questions from the Scottish Social Housing Charter as well as a number of other questions to allow you to let us know what you think of our services. For example, there will be questions asking your views on:

The services you receive from Pineview Housing Association,
The effectiveness of the services provided,
Suggestions about how our service delivery could be improved,
The effectiveness of our communication with our tenants and owners,
The level of knowledge about how we operate and the means available to influence this,
The level of interest in and attitudes towards Customer Participation,
The quality of your homes and general environment,
The value for money of our rents.

The survey will be carried out by an independent company and will be anonymous – the Association will not find out which individuals have taken part.

We will shortly be issuing a tender for companies to bid for this work. If you would like to be involved in the selection of the company and helping determine the questions for the survey, please contact Karen at our office.



Rent & Service Charge Setting Review

Sometimes customers ask us “Why is my neighbours rent different from mine?” “Why do I have a service charge when my friend doesn’t?” Rents and service charges have traditionally been set based on a set of amenity criteria, such as number of bedrooms, size of kitchen, extra bathrooms, private or communal gardens etc.

These criteria were set a number of years ago and we want to review them to see what is relevant and important to our customers today.

To address this the Association will be undertaking work during 2016/17 to review our rent and service charge setting structure. We want to make sure that our rent and service charge setting structure is fair, and results in easily understood, affordable rents that provide good value for money.

We plan to undertake a comprehensive review process to help us achieve these aims, and we need your involvement to answer these questions.

We will be appointing an external company to get customers opinions and undertake the ground work of the review process. We will keep you updated with developments, however, if at any time you would like more information on this please simply contact Karen at our office or come along to one of our Customer and Resident Forum meetings – first Wednesday of each month.

Gas Servicing to Boilers

The Association is deemed by law to carry out an annual service to all gas burning boilers installed within their properties every year. The gas service should only take approximately 30-40 minutes to complete. The Association would ask all tenants and owners to keep to the appointment dates given. If any tenant or owner cannot keep to the original appointment they can call City Building direct on 0800-595-595 and make alternative arrangements or you can call our office and arrange a date and time that suits you and we will book this appointment for you.

PLEASE NOTE – If the gas engineer calls at your property and you have no credit in your quantum meters and the annual service cannot be carried out, the engineer may cap off the gas meter to make the property safe and to have the meter uncapped and the service carried out will cost the tenant approximately £40.00.



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, if the smoke alarm or CO alarm has been damaged or removed by the tenant it will be refitted and all costs incurred in replacing these alarms will be recharged to the tenant. **SMOKE ALARMS & CO ALARMS SAVE LIVES.**



Electrical Testing

The Association is currently looking at the 5 yearly programme for Electrical Testing for 2016/17. There are 119 properties that will be tested. 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 and insurance purposes. This also gives the Association a clear picture of any upgrading works that are required to be carried out in the future.

We hope to write to tenants who are due an inspection within the next 4-6 weeks.



Cyclical Paintwork Programme 2016/17

We have started to carry out property surveys in preparation for the paintwork contract.

Bells, our Paintwork Contractor, will be back on site during 2016/17 to carry out works in Waverly Phases 1, 4 and 5 (Ladyloan Avenue; Peel Glen Gardens; Peel Glen Road; Summerhill Road; Backmuir Road; Grogarry Road and Springside Place).

Residents will be notified in advance of these works commencing and also contacted to discuss colour choices etc.

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:

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 need more details there are several videos online on Youtube that give further detail.

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



You have to make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.

If you have an electric hot water tank you have to 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.

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 Scheme

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 24 Hours from when first reported. If the repair is not made safe or completed within these timescales the tenant can use another contractor from the Associations 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 the Maintenance section at the office.



How Did We Do? Performance Summary April – December 2015

Here is the summary of how we are performing in key activity areas, compared with the targets we set. As you can see, the Association continues to demonstrate good results across our main service areas.

| What we measure: | The result we achieved: | Our Target was: |
|---|---|-------------------|
| Average time to complete emergency repairs | 2 hours | 4 hours |
| Average time to complete non-emergency repairs | 3 days | 4 days |
| % of non-emergency repairs completed 'right first time' | 94.16% (we have increased our review and monitoring of right first time cases to improve performance by the of the financial year) | Greater than 95% |
| % of properties with a current gas safety record | 100% | 100% |
| Average time to complete medical adaptations | 10 days | Less than 37 days |
| % repairs appointments kept | 97.88% | Greater than 95% |
| Average re-let time of void properties | 2.77 days | 3 days |
| Rent lost as a result of properties being empty before re-let | 0.04% | Less than 0.1% |
| Average time to process housing applications | 2.3 days | 3 days |
| Total non-technical arrears (current + former arrears) | 2.50% (Our Housing Services Officers are working with tenants to reduce/ improve this figure by the end of of the financial year) | 2.18% |

Rechargeable Repairs

The following information is to inform all tenants that if a repair or any item associated with your property requires to be replaced and it is classed as tenant damage or misuse of the property, you will be recharged for all labour and material costs used to complete this repair. The items listed below are some examples of what you could be recharged for.

- Lost keys or broken keys, including use of call out service to gain access to property.
- Blocked sinks w/h/basins, baths & main drainage lines
- Broken windows /double glazed units, internal damage
- Tenants own appliances or electrical fittings/lights etc
- Water damage to property or property below, from baths, showers etc
- Damage to structure of property, fencing, brickwork etc

If you call out the emergency on call team and it is not a genuine emergency you may be recharged for the call out. If the repair can wait until the office re-opens then you must report it the following morning or when the office reopens after the weekend and the appropriate contractor will attend to the repair.

Call out and repair costs will be passed to the tenant as soon as the Association receive the invoice from the contractor involved.

If you are not sure on any of these facts please feel free to contact a member of the Associations Maintenance section who will be happy to answer any questions you may have.

Momentum Skills

The Glasgow Momentum programme is based in the 3 areas in Glasgow to deliver a 5 Stage Employability Programme to assist residents back into Education, Training, Volunteering or Employment we are based in Drumchapel, Yoker and Bridgeton.

If you are looking to enhance existing skills and receive training and personal development to increase your opportunities to secure employment we have various workshops and guidance to support you on your journey.

Individuals can join at any stage depending on their needs and personal barriers which the Employment Development Workers will address and identify. This includes group work, personal development, motivation and confidence building, identifying personal boundaries and assistance with training such as IT, benefit information and job goals.

Once you have identified your aims and objectives your Employment Development Worker will introduce you to your Job Coach who will deliver job matching and training opportunities, volunteer placements, work trials with leading employers.

We can also support individuals who are in employment but are finding it hard to cope and maybe at risk of losing their job we can act as an advocate between yourself and your employer. Assist with up skilling and training which may contribute to you sustaining your job.

If you would like further information please contact any of the office numbers below or pop in for a chat and cup of tea.

Momentum Skills
Investing in People, Changing Perspectives

Drumchapel Open Gate
44 Helca Square, G15 8HN
Tel 0141 949 4885 text 07860954797

Yoker
3-5 Kelso Place, G14 0LL
Tel 0141 952 6494 text 07860954797

Bridgeton
Templeton Business Centre
The White Studios
62 Templeton Street
G40 1DA
Tel 0141 G14 8NH text 07860954797

The Caravan Project

The Caravan Project are a charitable co-operative (charity number SC039952) run by local people representing the many organisations that support families improve their lives and communities across the north west of Glasgow. They own two caravans in the Craig Tara holiday park in Ayr, and provide 60 families who need a short break with a holiday for only £200. If you think your family would benefit from a break, please get in touch with Pineview for more information.

3D Drumchapel

Sharon Colvin
Project Manager
3D Drumchapel
The Open Gate
44 Hecla Square
Drumchapel
Glasgow G15 8NH
0141-944-5740



www.3ddrumchapel.org.uk

drink wise age well

LOTTERY FUNDED

Are you over 50?
Is alcohol affecting your life?
Find direction - come to a MAP meeting

A MAP group provides a safe and confidential space where participants are encouraged to support each other through their shared experience.

Every Monday at 1.30pm - 3.30pm
Whiteinch Community Centre
1 Northinch Street, Glasgow, G14 0UG

Drink Wise, Age Well
Call us on **0800 304 7690**
or visit drinkwiseagewell.org.uk
helping people make healthier choices about alcohol as they age

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 2015 to 31 December 2015 and outlines the number of complaints received and the Association’s performance in responding to complaints.

| SPSO Complaints 01 April - 31 December 2015 | 1st Stage Complaints | | 2nd Stage Complaints | |
|--|----------------------|------------|----------------------|------------|
| | Number | Percentage | Number | Percentage |
| b/f 01 April 2015 | 1 | 4% | | |
| Equalities Related Issues | 0 | 0% | 0 | 0 |
| Other Issues | 27 | 96% | 0 | 0 |
| Total Number of Complaints | 28 | 0 | | |
| Progress | | | | |
| Ongoing | 0 | 0% | 0 | 0 |
| Responded to in Full | 28 | 100% | 0 | 0 |
| Responded within SPSO Timescales | 25 | 89% | 0 | 0 |
| Outcomes: | | | | |
| Upheld | 13 | 46% | 0 | 0 |
| Partial Upheld | 1 | 4% | 0 | 0 |
| Not Upheld | 14 | 50% | 0 | 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 so complex that they require careful consideration and detailed investigation beyond the prescribed timescales.

Compliments

In order to capture details of where customers feel they have received excellent customer service, we record compliments as well as complaints. Some recent comments include:

| |
|--|
| Tenancy Support |
| Tenant thanked the Housing Officer for their support during difficult times and professionalism and dedication throughout their tenancy. |
| Repairs Service |
| Tenant phoned the office to say thank you for the speedy repairs service. |
| Housing Applicant/New Tenant |
| New tenant said the whole process of applying for housing through to being allocated a property was quick. They thanked the Housing Officer for doing the viewing and giving advice. |



Case Study

The case study below demonstrates how the Association learns from complaints and takes action to avoid similar situations arising with its other residents.

Background

Mr A required to call the out of hours repairs service. The repairs satisfaction survey highlighted Mr A’s dissatisfaction with the service they received.

Complaint

Mr A stated the person who took their call did not record their details correctly resulting in the tradesman being sent to the wrong address, causing inconvenience and delaying the time it took for the repair to be carried out.

Investigation

The Association raised the concerns with the contractor to address what had gone wrong and what measures could be put in place to prevent a reoccurrence.

Outcome

The contractor was unable to identify a specific reason for the mistake, other than human error. The contractor advised they had issued an instruction to their staff to double check addresses and also to ask for contact numbers for all callers. The contractor requested apologies be passed to Mr A for the error.

The Association wrote to Mr A and apologised for the inconvenience caused. The letter outlined the action taken by the Association to address the Mr A’s concerns and the procedure implemented by the contractor to prevent a reoccurrence of the error.

Winter Quiz Competition Winner

The Association received 4 correct entries for the Winter Quiz. The winners’ names were entered into a hat and a winner selected at random by our Customer & Resident Forum.

Congratulations to Craig Thomson who won the £25.00 Love to Shop Voucher.



Spring Competition

Look inside the newsletter to find the colouring sheet please colour and/or decorate the picture and place your name age and address on the reverse of the sheet, one lucky winner will receive £25.00 worth of Love to shop vouchers. Competition closes on 15th March 2016.

Dog Fouling

One of our resident’s children kindly drew this no dog foul sign and wanted to show people in the local area. He had fallen on dog poo and hurt himself, would you want your child falling on dog poo and hurting them self NO so please be respectful to others and pick up your dog’s mess, it’s not a nice sight to see. Please BAG IT AND BIN IT!!



You all have a duty to be responsible dog owners and to help contribute towards a nicer environment in which to live in and for your children to play in.

Report it Clean Glasgow Telephone: 0300 343 7027