

# Pineview

25  
anniversary

SUMMER 2016

## NEWS

Pineview Housing Association Ltd, 5 Rozelle Avenue, Drumchapel, Glasgow, G15 7QR T: 0141 944 3891 E: mail@pineview.org.uk W: www.pineview.org.uk

## Pineview Housing Association - 25 Years Old!

As reported previously, 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 are having a tenant prize draw during each month of 2016 with a prize of £25 Love to Shop vouchers for the lucky winners.*

*We are also organising a gala day to mark the anniversary year. We have booked the use of Camstradden School for this for Thursday 21 July 2016. We will send out more details nearer the time.*

**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.**

Celebrating our  
**25<sup>th</sup>**  
Year

## Office Closure:

**Our office will be closed on the following dates:**

**Friday 27th May, Monday 30th May,  
Friday 15th July, Monday 18th July**

**Our office will also be closed on Thursday 9th June (Strategy Day) and Thursday 21st July for our Gala Day more information inside.**

## 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 resident and customer 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](mailto:mail@pineview.org.uk)**

**Website – [www.pineview.org.uk](http://www.pineview.org.uk)**

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## Have your say

We would like to hear from our tenants and will be providing a community corner in future issues of the newsletter. We would love to hear your news and views so please get in touch and let us know of any special birthdays, anniversaries or events along with your pictures, comments and any news of anything going on in our community. You can contact the Association by post, telephone, email or through our Facebook page.

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## Scottish Housing Regulator

The Association met the conditions of our 2015/16 regulation plan and all our stock is now compliant with the SHQS (Scottish Housing Quality Standard).

The Scottish Housing Regulator (SHR) has now completed their annual regulatory risk assessment and determined the level of engagement that they need to have for all registered social landlords (RSLs) during 2016/17. The SHR categorises the level of engagement it needs to have with RSLs into three categories – low, medium and high.

Of the 161 RSLs in Scotland the SHR has determined that it will actively engage with 51 during 2016/17 – 32%. This includes 4 at high engagement and 47 at medium engagement. Pineview is not one of these 51 RSLs. As with previous years, the primary reason for the SHR being engaged with RSLs at high and medium level is to do with financial health, followed by governance, then service quality and then stock quality.

110 RSLs will have low engagement, which means that the SHR will have no additional contact with

these 110 over and above the requirement for these RSLs to provide SHR with standard information returns, unless other events arise.

We are pleased to inform you that the SHR has determined that it will have low engagement with Pineview at this time and therefore no regulation plan has been published for 2016/17.

The SHR annual risk assessment determines the level of engagement they will have with each RSL at the start of each financial year. However, in the course of the year, if circumstances change or where new information becomes available they may change the engagement status of the RSL and may publish a new or revised regulation plan. If this changes for Pineview we will let you know.

If you would like more information on the SHR regulatory assessments and engagement levels for 2016/17, please see the SHR website:

<https://www.scottishhousingregulator.gov.uk/news/scottish-housing-regulator-publishes-summary-annual-risk-assessment>

Should you like more detail on the SHR and/or the regulatory framework in which the Association operates please contact Joyce at our office.



## Dates for your Diary

### 25th Anniversary Gala Day:

**Thursday 21 July 2016, Camstradden Primary School 11:00am- 3:00pm**

Planning is underway to celebrate the Association's 25th Anniversary! Our previous 21st Anniversary gala day included face painting, kite making, bike workshop, football and dance activities, information stalls, Indian head massage, inflatable assault course, and so much more!!

The event was a great success and we want to know what you would like to do to mark this new milestone in the history of the Association. Let us know your thoughts – is there anything else you would like us to do?



### Pineview's got Talent

If you have a talent that you would like to show at our 25th Anniversary Gala day please contact Mandy at the office on 0141 944 3891.

### 25th Annual General Meeting (AGM):

**Thursday 28 July 2016,  
Drumchapel Community Centre, 6:30pm**

Watch out for Committee Member nomination forms and AGM papers being issued in June/July. Pineview Housing Association will hold its 25th Annual General Meeting this year. All members of the Association will shortly be notified via post of the 2016 AGM. Members will be provided with Nomination Forms should they wish to submit a nomination for another member to stand for election to the management committee. Nomination forms must be returned to the office, no later than Thursday 7th July 2016. Please contact the office if you require any additional nomination forms.

### Annual Outing: Thursday 04 August 2016 (event to be confirmed)

Initially as part of the Association's 21st Anniversary celebrations an outing was arranged to Millport. The aim of the outing was to provide an opportunity for our residents to take part in a free, fun & healthy activity. As the outing was such a success it has now been taking place annually for the last 4 years. Following the outing in 2015 feedback indicated a

desire to perhaps do something different this year. Some suggestions have already come forward:

- Kelburn Castle
- Blair Drummond Safari Park
- Keep more local and put on x2 coaches so more can get the opportunity to go

We are now seeking your views on where you would like to go for the outing planned in August.



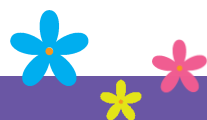
**If you have any suggestions or comments about any of the above please contact Karen or Isobel at our office.**

## Margaret Mack

We received the sad news that Margaret Mack passed away on 1st May 2016.

Margaret was a long time tenant in Ladyloan Avenue having lived there for 45 years in 4 different addresses. She was an original founder of the Waverley Residents Association and volunteered her services at the Glenburn Centre where she worked tirelessly during major floods to help support and feed 17 families who could not return to their homes during this time.

We send our heartfelt condolences to Margaret's family, friends and loved ones.





## 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:
Risk Management	23/02/16	Joyce
Governing Body Performance Review	23/02/16	Joyce
Safety	23/02/16	Isobel
Audit	29/03/16	Joyce

### Policy Reviews Due

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:
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



## Drumchapel Walking Challenge

### Make every step count

#### What

Glasgow City Health and Social Care Partnership have joined forces with Big Team Challenge to bring you the Drumchapel Walking Challenge. This unique 12 week online challenge is the first community-wide event of its kind in Scotland and has been created to help support an Active Drumchapel.

Join the Drumchapel Walking Challenge and explore our amazing world as you walk to work, walk with friends or walk to health.

The Drumchapel Walking Challenge is a simple, free and fun way to help you keep active and reap the benefits of a healthier, active lifestyle. It's also your virtual ticket to one of the most famous routes on Earth; the iconic 2,200 mile long Route 66; the "Mother road" of the USA.

#### When

Register from the **12th May** and get ready to begin adding your steps.

The challenge starts from **08.00 on 9 June 2016** until **17.00 on 31 August 2016**.

#### How

Getting started is as simple as a walk in Garscadden Woods.

Register to take part by visiting <https://drumchapel.bigteamchallenge.com/>

Create your own team (min 1/max 6) or join an existing team.

You can download a free iPhone or Android app to help you record the distance you walk or enter the distances you walk manually to the website. This can be done in steps, miles or kilometres. Watch your team progress along Route 66 on an interactive map which will show you photos and facts about key milestones along the route.

You can also access your local library to record steps on the library computers.

As you add activity you will gain challenge and distance achievement awards. You will also be able to view the teams on the Challenge leader-board.

#### Make Every Step Count

For more information about the challenge and to get your free pedometer contact:

[sarah.brady@ggc.scot.nhs.uk](mailto:sarah.brady@ggc.scot.nhs.uk)



## Move More – MacMillan Support

Macmillan cancer support services for patients/families and carers are available in your local area and are organised in conjunction with Glasgow Life. The activities are free to attend and suitable for all affected by cancer. Everyone who contacts Move More will receive a Get Active/Feel Good complete guide to becoming more active.

It is a 12 week programme designed to help and maintain a healthier, more active lifestyle. Each participant is offered 4 weeks free Fitness membership with the Glasgow Club and also provided with further information on other activities. The kinds of activity on offer range from:

- Gentle Movement (Chi Gung style movements to help with flexibility, balance, strength, breathing)
- Walking (short friendly walks at a comfortable pace)
- Gardening (suitable for all fitness levels)
- Circuit Classes (60 min physical activity designed for cancer patients)

If you would like to attend any of these classes or know of anyone who may benefit from getting involved you can contact Move More before you go along by calling 0141 287 0241 or emailing them at [movmore@glasgowlife.org.uk](mailto:movmore@glasgowlife.org.uk)



## Good Move - Activities

Glasgow Communities also have a range of activities on offer in conjunction with Glasgow Life. There is something on offer for everyone in the local community and they can help you choose the right one for you. The activities on offer include:

- Walking – free social walks up to an hour long in your local area (for Drumchapel they meet at 9.30am during term time at Chester's Nursery, 10 Bankglen Rd, G15 7LG. Contact Jane Damer 0141 287 3611)
- Dance and fitness classes for teenage girls (12-16yrs)
- Fun activity sessions for children (2-5yrs)
- Fun, social jogging course for beginners
- Exercise referral scheme offering one to one support via trained advisers
- Exercise classes designed for people living with a wide range of medical conditions.
- Easy exercise, dance and art classes with a fun social element.

If you are interested in any of these classes, you can call Good Move on 0300 343 0400

**Looking for more info on local upcoming events at your local library see contact details below to find out more.**

### Glasgow Libraries

The Mitchell Library  
North Street  
Glasgow  
G3 7DN

Phone: 0141 287 2988

[libraries@glasgowlife.org.uk](mailto:libraries@glasgowlife.org.uk)

[www.glasgowfamilyhistory.org.uk](http://www.glasgowfamilyhistory.org.uk)



**Taking up running can seem like a scary prospect, especially if you feel out of shape or unfit.**

parkrun organise free, weekly, 5km timed runs for everyone. Whether you've never run before, or if you want to get back into being more active, parkrun is a free and easy way of getting fitter and healthier. They are open to everyone at all ages. Although parkrun is initially a running event; you can decide what you want to do. Whether you are a parent with a buggy, a dog walker, young or old, you can walk, jog or run at your own pace.

Everyone has different abilities. You do not need to begin by running at parkrun. You can simply walk until you feel confident to jog or run, there is no timescale! It is your choice.

parkrun also give you an opportunity to volunteer for lots of different roles, from being a timekeeper, tail runner, bar code scanner etc or even work behind the scenes processing results etc, the opportunities are vast! Please get in touch with [liz.corbett@parkrun.com](mailto:liz.corbett@parkrun.com)

Everyone is welcome to participate! If you would like to improve your health, prepare for a running event, or would just like to walk or have fun with family and friends or meet new people, then come along to parkrun.

Starting Saturday 4th June at 9.30am  
Garscadden Woods East, Drumore Road,  
Drumchapel, Glasgow, G15 7LG

**Every Saturday is a parkrun day!**



## Parkrun Roles

**Barcode Operator** - responsible for scanning the Athlete Barcode and Finish Position Barcode for all the participating park runners.

**Club Kit Distributor** - volunteer who takes responsibility for distributing park run club kit to the newly eligible members at an event.

**Event Director** - the volunteer who takes overall responsibility for a parkrun event. Event Director's role could alternatively be referred to as the event's committee chair person.

**Funnel Manager** - responsible for the whole finish area, and is primarily concerned with ensuring the runners move smoothly and swiftly through the finish funnel.

**Lead Bike** - Lead Bike is a volunteer who rides ahead of the runners to warn other park users about the event.

**Marshal** - Marshals perform a variety of tasks which include giving directions, ensuring safety on the course and cheer leading. Main tasks involve; Directing runners, warning runners, looking out for distressed runners and cheering runners.

**Numbers** - a volunteer who hands out finish position tokens to runners once they have crossed the finish line.

**Numbers Assistant** - a volunteer who helps Numbers to hand out finish position tokens to runners once they have crossed the finish line.

**Pacer** - Pacers are optional but are a popular feature amongst the runners. Pacer volunteers agree to identify themselves to the other runners

(usually by wearing tabards or carrying pacer flags), and try as best they can, to run to the agreed time, as evenly paced as possible. Pacers need to be very familiar with the course and usually take on a time this is well within their ability.

**Photographer** - Photographers attend the event, and upload pictures to the event website.

**Results Processor** - responsible for compiling the results for a particular event.

**Run Director** - the volunteer who takes responsibility for the running of the event in the park on a specific date. The Run Director takes charge of the organisation of the event on a particular parkrun day and should not run, jog, walk or carry out any other task on the volunteer roster when undertaking this role.

**Run Reporter** - a 'behind the scenes' role, and involves writing and uploading weekly event news reports to the event's news page.

**Tail Bike** - A volunteer who rides behind the final runner, making sure nobody is left on the course.

**Tail Runner** - A volunteer who runs behind the final runner, making sure nobody is left on the course.

**TimeKeeper** - The volunteer who records the finish time of all parkrunners.

**Volunteers Manager** - A 'behind the scenes' role, and involves maintaining volunteer rosters for the event.







## Help us to improve social landlords' services...

The Scottish Housing Regulator's role is to protect the interests of tenants, homeless people and others who use the housing services of councils, housing associations, co-ops and other social landlords.

### The National Panel: what it's for and why it's important

The National Panel is an important way for The SHR to hear about your priorities and the services you receive.

### What's involved

You can join if you use social landlord services. As a Panel member The SHR will send surveys asking for your views. Surveys are quick and easy to complete – The SHR are running a survey at the moment that is open to new members.

**Every member completing the survey has the chance of one of 4 x £20 prizes.**

## To see The SHR current survey (and join)

Sign up online at [bit.ly/natpan3](http://bit.ly/natpan3)

Scan the code with a smartphone



## Public Transport to The Queen Elizabeth University Hospital

Serving North West Glasgow, the new service 16 goes direct to the front door of The Queen Elizabeth University Hospital and The Royal Hospital for Children



16

Drumchapel Train Station  
Drumchapel Shopping Centre  
Blairdardie, Great Western Road  
Bearsden Road at Fulton Street  
Anniesland Cross  
Partick Bus Station  
Crow Road  
Clyde Tunnel  
New Hospitals - Arrivals Square

## Ruchill Furniture Project

Ruchill Furniture Project, located in the Maryhill area of Glasgow, was established by the Ruchill Community Council in 1992 and granted charitable status in 1995. Its key aim is to relieve the poverty of people on low income and state benefits by providing essential household furniture. The project uplifts donations of unwanted furniture from the general public and, after sorting and separating, redistributes this furniture, for £25 or less, to disadvantaged families.

Ruchill Furniture Project, Registered Charity No: SC 023411, "helping those in greatest need"

### For further information, contact:

Robert Montgomery,  
Project Manager  
89 Chapel Street, Maryhill, G20 9BD

Tel: (0141) 945 2746  
Robert Stewart,  
Development Worker  
e-mail: [ruchfurn@yahoo.co.uk](mailto:ruchfurn@yahoo.co.uk)





## Rent Arrears at 31/3/16:

	Gross Arrears	Technical Arrears	Non-Technical Arrears	% Non-Technical Arrears	Performance Target
<b>Current</b>	£42,142.02	£3437.03	£38,704.99	1.83%	1.35%
<b>Former</b>	£12,551.86	-	£12,551.86	0.59%	0.83%
<b>Total</b>	£54693.88	£3437.03	£5125.85	2.42%	2.18%

There is a small increase in the arrears figures compared to the same period last year. Housing Services staff will continue to pursue to reduce the overall arrears figure.

## Welfare benefits changes

There are a number of benefits changes that came into effect from 1st April 2016 that may have implications for Pineview Housing Association, its tenants and residents.

### Changes to Housing Benefit (HB)

- Reduction to HB backdating period. The time limit for backdating HB for working age claimants will be reduced from 6 months to one month from 1 April 2016. The only change to the rules is the reduction in the time limit, i.e. it works in the same way as now – the time limit of one month runs from the date of request for a backdate i.e. a claimant can only get HB for up to one month before the date they actually ask for the claim to be backdated rather than the date of the claim (if different). Pineview staff & welfare benefits advisers will therefore need to be extra vigilant to ensure claimants apply and provide information timeously to prevent arrears occurring. It will also be necessary to ensure that the HB Office applies the regulations to the claimants' advantage at all times.
- Changes to the 'applicable amount' for claimants with families and some on ESA (from April 2017). New Housing Benefit claims will exclude the family premium when the claim is assessed from May 2016. This potentially could mean families losing up to £11.34 per week in HB payments. As well as affecting tenants' incomes, potentially rent arrears may accrue as a result of this reduced income.
- Changes to temporary absence rules. The payment of HB and Pension Credit to claimants who travel outside of the UK for longer than 4 weeks consecutively will end from April 2016. Please let us know if you will be outside the UK for more than 4 weeks.
- HB in social housing to be capped at the Local Housing Allowance (LHA) rate. At this time Pineview's rents are lower than the LHA levels for the Glasgow area. It may become an issue in the future if LHA rates are not increased and Pineview's rents increase over the LHA level. The government suggest that Discretionary Housing Payments (DHP) could be claimed to cover any shortfall. In Scotland DHP is being used at present to cover the shortfall by the 'bedroom tax' and therefore additional funds are likely to be required. These factors will be considered by the Association in its annual rent setting process.

### Changes to Universal Credit

- Benefit Cap to be reduced. (i.e. the total amount of welfare a claimant can receive for themselves and their family). How this Cap reduction will affect claimants depends on where they live and how much their rent is.

- Some 18-21 year olds will not be entitled to Housing Costs Element from April 2017. This could impact on tenants' incomes and therefore rental income for the Association. Close monitoring and analysis of household profiles etc. requires to be undertaken before this measure comes into force.

## Freeze on benefit rates

- Most benefits will see no cost of living increase for 4 years. From April 2016 the majority of working age benefits and Tax Credits will be frozen. This means that many claimants of these benefits will see no increase in the amount of benefits they receive until April 2020, even if the cost of living rises.
- The disability and care related premiums have not been frozen, but the proposed benefit rates for 2016/17 show that they are expected not to increase because they are linked to the Consumer Price Index.
- The HB non-dependent deduction rates are also proposed to increase. Those on either full or partial HB will see a drop in their HB entitlement

if they have a non-dependent deduction included when their HB is assessed.

## Discretionary Housing Payment

- Glasgow City Council's (GCC) Discretionary Housing Payment (DHP) budget for 2016/2017 from central government is £2,025,542. The Scottish Government has confirmed that they will provide extra funding to top up the DHP budget for 2016/2017 to mitigate the effects of the Removal of Spare Room Subsidy (RSRS). All existing awards of DHP that are being awarded in relation to (RSRS) will be extended up until 3 April 2017. A letter will be issued to all tenants to advise them of this new award for 2016/17. This means that any tenant previously receiving DHP will continue to receive DHP in 2016/17 as long as their circumstances have not changed. If you wish to discuss this further do not hesitate to contact your housing officer.

## Rent Payments

- All tenants are responsible for ensuring their rent is paid. Please contact if you would like advice on this.

## Tenants Right to Repair

A leaflet is enclosed within this newsletter giving you information on the above scheme and eligibility for this scheme.

The following contractors are the Association's main contractors and the secondary contractors are those that should be contacted when there is a failure on the part of the Associations contractor.

**Joiner** 1. DG Joiners 0141 952 0766  
2. City building 0800 595 595

**Plumber** 1. W.Mac.Heating 07968861732  
2. City Building 0800 595 595

**Electrician** 1. Garring Electrical 0141 641 7816  
2. City Building 0800 595 595

**\*\*Please note that the secondary contractor should only be contacted if you have been advised that your repair falls into the category in the attached leaflet and the timescales for starting your repair have been exceeded.**

If you wish to discuss the above further or wish to clarify this please contact a member of our housing services team at the office.



## Helping unemployed young people to find work

Pineview Housing Association were happy to offer a voluntary placement when approached by the local Drumchapel Job center to assist a young person get back into the workplace. We had a local youth join our Estate caretaker team for a period. He worked alongside our estate caretakers on estate duties including replacement timber fencing and various repairs. We have been informed he has secured an apprentice position with a building company after leaving Pineview. We wish him every success and thank him for his valuable contribution.

## 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. The gas service should only take approximately 30-40 minutes to complete. The Association would ask all customers to please keep to the appointment dates given. If any customer 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 meters and the annual service cannot be carried out, the engineer may cap off the gas meter to make the property safe.**



## 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 test your alarms weekly and let us know if there are any issues.

**SMOKE ALARMS & CO ALARMS SAVE LIVES – please protect your family and home and test weekly.**



## Electrical Testing

The Association is currently looking at the 5 yearly programme for Electrical Testing for 2016/17. 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.



## Yum Yum

The Orchard Cafe is a community cafe run by local volunteers to provide quality food at cheap prices.

They are open from 9am till 4pm  
(Tuesday's, Wednesday's)

**Drumchapel St Marks**  
**281 Kinfauns Drive.**



## Meetup

Meetup is a website and app used by thousands of people. It helps you to see what is happening and what you can get involved in around you. You can join various types of groups (some listed below) that interest you and you can attend events/activities with people who share the same interests as you. It is very useful for anyone who wishes to increase their social life, add to their hobbies, take up a new interest or simply make new friends and be in the company of like-minded people. There are hundreds of groups set up so there is bound to be something of interest, some of them include:

- Meditation and Positive Thinking
- Walking/Hillwalking/Ramblers
- Running/Jogging/Cycling
- Socialising (eating out/drinking/comedy/quiz nights)
- Cultural events
- Outdoor activities/trips all over Scotland
- Weekend trips/events
- Groups set up for particular age ranges
- Photography
- Coffee meet ups

If you are interested in this, you can join online at **[www.meetup.com](http://www.meetup.com)** or download the Meet up App from iTunes App store or Playstore.



## Flytipping: Zero Tolerance

**Pineview Housing Association wants to stamp out fly tipping and will not hesitate in prosecuting individuals who do not dispose of their waste in a responsible manner.**

There is an increased problem of flytipping particularly in Drummole Rd. This is your neighbourhood so please help us to help you 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. The number to call to arrange for unwanted items to be uplifted is **0141 287 9700**. Alternatively you can take your unwanted items to a recycling centre if you have transport to do this.

## How Can You Help

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

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

Report it online at **[www.cleanglasgow.com](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, Janie Preston or Murray Landale know.

## Garden Competition

Housing Services Officers will be out and about during June looking for nominations/taking photos to put forward into one of the categories below:

**Green Green Grass of home –**  
**General lovely colourful gardens**  
**Lovely Lawns and Landscapes –**  
**Well maintained lawns/landscaped gardens**  
**Pot luck – Window boxes or plants in pots**

The competition will be judged at our July Customer Forum meeting by members of this group and winners will be notified shortly after this where they can collect their prize at our **AGM on Thursday, 28/7/16.**

If you feel proud of your garden and wish to be considered for the competition, then please contact your Housing Services Officer who will be happy to come and look, take photos and put your name forward. Likewise, if you would like to nominate a neighbour for an award then please let us know.

## Gardening Season



The gardening season has now started and Pineview Housing Association would like to remind all tenants to ensure that you keep your garden cut and well maintained throughout the cutting season. Your garden will be inspected on a regular basis and if your garden is kept well, it could be recommended for a prize as part of our annual garden competition.

Maintaining your garden is part of your tenancy obligations and if you fail to keep it cut/tidy then you are in breach of your tenancy agreement. Action will be taken against anyone who fails to keep their garden cut/tidy. Thank you all for your continued co-operation with this matter, all of which helps contribute to a nicer environment in which to live.

## Looking After Your Neighbourhood

### Gardens and common areas

We want you to enjoy your garden. We expect you to keep your garden clean and tidy, and free of rubbish, at all times. You are responsible for looking after your front and back garden, unless you are paying a service charge for us to maintain it. We are responsible for looking after communal gardens and grounds. You are responsible for ensuring that the common areas are kept clear/tidy at all times. Landings and stairwells must be kept clear of items, landings are not to be used for additional storage of items from your home.

### Bulk waste

Some items are just too big to fit in the bin. But never be tempted to dump large items of rubbish, such as sofas and televisions, you will be fly-tipping and risk being prosecuted and having action taken against you for breach of tenancy conditions. Glasgow City Council offer a free uplift service so there is no reason for anyone to be fly-tipping. If you have any unwanted items that need to be disposed of, please contact **0141 287 9700** and arrange for it to be uplifted.

### Parking

You and your visitors are not allowed to park vehicles on grassed areas. This is because it spoils the lawn. If you have a car/trailor on the garden lawn please arrange to have it removed.

### Smoking in common areas

All enclosed public places and workplaces are now smoke-free. This means you should not smoke in communal corridors and stairways. If you choose to light-up, do it at home or outside.



# Neighbours Behaving Badly

**Everybody has the right to live safely and peacefully, without worrying about being bothered or harassed.**

Tenants also have an obligation under the tenancy agreement not to disturb or cause nuisance to neighbours.

## Have you got neighbour problems?

Everyone needs good neighbours but unfortunately not everyone has them. People can cause nuisance, disturbance or distress to their neighbours in many ways:

- Making too much noise
- Verbally abusing or assaulting them
- Racially harassing them
- Damaging their property
- Carrying out illegal activities

**If you are experiencing any of these problems - please let us know.**

## What can I do if I have problems?

Many neighbour problems can get out of hand because neighbours don't talk to each other. Your neighbours may not realise that they are causing you annoyance or disturbance. Often in such cases a friendly word can be enough to sort things out. When you talk to your neighbour, explain calmly what is causing you a problem. Ask for their assistance in stopping or reducing the nuisance. Don't however put yourself in any danger of assault or violence. If you would like advice talk to us first. If the situation does not get any better or if you don't feel comfortable about talking to your neighbour please contact your Housing Services Officer for further advice and assistance (Janie Preston or Murray Landale)

Before you contact us, it would be helpful for you to write down what has happened. Give as much detail as you can about the problem, including dates and times. We will then look into your complaint and deal with it in confidence. You will find that the more serious our actions become in dealing with individual cases, the more we will rely on information from you and your neighbours about what's been happening. That's why it is so important to keep notes and diaries of events. If any law is broken please remember that it's important to call the Police and ask for their attendance.

It's very important to involve the Police for a number of reasons:

- They can deal with incidents at any time of the day or night
- The Police enforce the law – not Housing Officers.  
Information about anyone who is breaking the law, and who has been cautioned or charged by the Police, can be used in legal action later taken by us to deal with anti-social behaviour.





**Congratulations to our March prize draw winner Mr Kane of Pinewood PH7 who won £25 Love to shop vouchers.**

**Congratulations to our April prize draw winner Mr Pollok of Pinewood PH5, please call in to the office to collect your prize.**

**Well done to all our winners.**



## Competition time

Our last newsletter competition had no response for coloring so we have decided to do a summertime quiz this time round and hope to receive more entries to win £25.00 worth of love to shop vouchers which you can spend in various shops.

**1. The best way to protect your skin if you have to be outside on a sunny day is:**

- a) Wear an SPF 15 sunscreen (or greater) and re-apply every two hours
- b) Wear a hat
- c) Wear a long-sleeved shirt and pants
- d) Wear sunglasses
- e) All of the above

**2. If I only get a sunburn once or twice a year, I don't need to worry about skin cancer.**

True False

**3. The safest way to get a good tan is:**

- a) Slowly, using an SPF 30 sunscreen and avoiding midday sun
- b) Laying out for 30 minutes before applying sunscreen
- c) A tanning booth
- d) There is no risk-free way to get a tan.

**4. A good application of sunscreen will last all day.**

True False

**5. Which provides more protection from the sun?**

- a) A dark cotton shirt
- b) SPF 15 sunscreen
- c) A white T-shirt
- d) A wet T-shirt

**6. At what age can I start putting sunscreen on my child?**

- a) 1 month
- b) 6 months
- c) 1 year
- d) 5 years

**7. What SPF is recommended for young children?**

- a) SPF 30
- b) SPF 10
- c) SPF 50
- d) no sun cream

**8. When should sunscreen be applied?**

- a) Right before you go outside
- b) After you get your beach towel laid out and find an attractive person to do the honor
- c) 30 minutes before you go outside
- d) An hour after you've been out, depending on your skin type

**9. Its good to avoid the sun entirely.**

True False

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact no.: \_\_\_\_\_

**Closing date 30th June 2016.**



## 24/7 Office

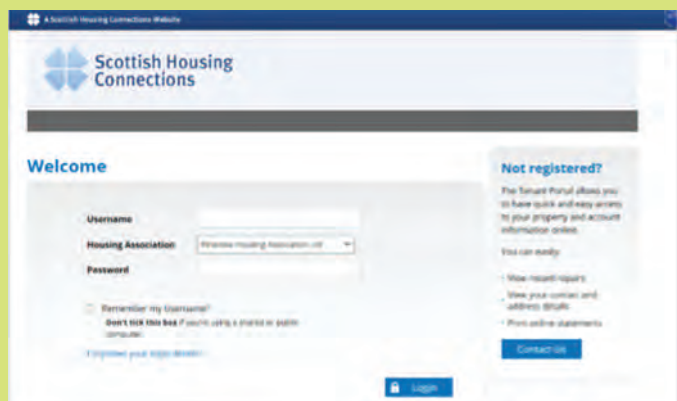
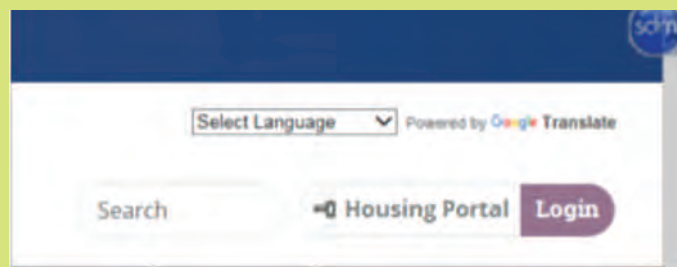
Our website has the facility to allow you to connect to your rent or factoring account where you can monitor your account charges/payments and property repairs.

This facility is called "Housing Portal" and can be found at **[www.pineview.org.uk](http://www.pineview.org.uk)**

Through the housing portal you can:

- View your rent account
- Print statements
- See repairs reported for your property
- View your contact details
- Make enquiries

**Don't miss out, sign up now to take control of your account 24 hours a day 7 days a week!**



## Our Mission

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

## Our Values and 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](mailto:mail@pineview.org.uk) Web: [www.pineview.org.uk](http://www.pineview.org.uk)**

