



Pineview

Housing Association Ltd



Annual Report 2016-17
...putting people first

Chairperson's Report for 2016/17

Welcome to our Annual Report for 2016/17

The report gives a summary of our work and achievements during 2016/17 and details our results against achieving the outcomes of the Scottish Social Housing Charter. This report compares our results with the Scottish wide averages which the Scottish Housing Regulator (SHR) produces and publishes by September each year. We have also worked with the Scottish Housing Network (SHN)¹ and with the other local Drumchapel housing providers (Drumcog)² to provide further comparable benchmarking data. To provide a comparison over time we have also included results from last year. This information should allow you to see any change in our results in comparison to last year, as well as in comparison to other landlords. We would once again like to thank our Resident and Customer Forum for their continued work with the Association and their invaluable involvement in the development, design and format of this report.

Whilst our results are good, it is important to remember that when considering a landlords results it is not enough to just look at benchmarking results. Doing so could in fact be counterproductive and may result in misunderstanding and misinterpretation. Benchmarking is important but needs to be seen in context and not simply viewed in isolation. As such, we would encourage anyone who is interested in knowing more about this to come along and join our Resident and Customer Forum and look at what lies behind our results.

The Association celebrated our 25th anniversary during 2016. The events undertaken during 2016 included a monthly anniversary draw of £25 Love to Shop vouchers; our anniversary Gala Day on 21st July 2016; our anniversary Annual General Meeting (AGM) on 28th July; and a special away day trip for residents to Blair Drummond Safari and Adventure Park on 4th August 2016. These events made for a special year and everyone had a great time.



¹ The peer group we have used for comparison is SHN members which are urban RSLs with stock between 500 – 1000 properties

² Cernach HA, Drumchapel HC, Kendoon HA, Kingsridge Cleddans HA.

2016 Tenant Satisfaction Survey Results:

The Association completed its three yearly tenant satisfaction survey during 2016 and we were very pleased with the response from tenants and the results achieved. The survey involved a total of 239 face to face interviews by the independent company Research Resource. The Association will build on the results of the survey and the feedback given. The Resident & Customer Forum will be key in helping us do this. Below is a summary our satisfaction results in the key charter indicators compared to our previous 2013 results and the 2016/17 SHR Scottish average results:

Satisfaction Indicator	2013	2016	2016/17 Scottish Average
1. Satisfaction with the overall service	94%	93%	90%
3. Being kept informed about services and decisions	96%	96%	91%
6. Opportunities to participate in the Association's decision making processes	83%	97%	84%
9. Quality of home	89%	94%	87%
29. Value for money of rent charge	79%	94%	82%
17. Management of the neighbourhood	87%	97%	87%
16. The repairs service ^A	88%	93%	91%
9. Standard of the home when moving in (new tenants) ^B	100%	100%	90%
33. Satisfaction with the factoring service (owners only) ^C	Not asked	95%	67%

^{A, B & C} – these results differ slightly from our 2016/17 ARC results given later in this report. This is due to the timing of the tenant satisfaction survey - as the survey took place during Sept/Oct 2016 some of the results for questions that related to the previous 12 months would have included some 2015/16 details. The ARC results given to the SHR, and included later in this report, have been updated to reflect responses relating to 2016/17 only.

The main results and achievements for last year were:

- Tenant satisfaction with overall service – 92.89%
- % of stock meeting the SHQS – 100%
- Average time to complete a non-emergency repair – 2.33 days
- Average time to complete an emergency repair – 1.91 hours
- Repairs appointments kept – 95.73 %
- Non-emergency repairs complete right first time – 94.34%
- Gas safety compliance – 100%
- Average time to relet a property – 2.24 days
- Rent loss through properties being empty – 0.02%
- Rent collected as % of rent due – 99.22%
- Current & Former tenant arrears – 2.53%
- All financial and statutory returns on time
- All loan covenants complied with
- Resident & Customer Forum Group monthly meetings and scrutiny work
- Continued wider action work with Northmuir Community Garden and the ongoing development of the allotments; and another successful Challenge Team project with Action For Children helping young people gain invaluable employment skills
- Continued successful partnership working with DRUMCOG.



In addition to our tenant satisfaction survey results, our 2016/17 ARC results showed improvements in a number of areas compared to the previous year, including:

- Average time to complete emergency repairs improved from 1.95hrs to 1.91hrs
- Average time to complete non-emergency repairs improved from 2.54 days to 2.33 days
- Reactive repairs completed right first time improved from 93.62% to 94.34%
- Anti-social behaviour cases resolved within target improved from 93.1% to 95.45%
- Tenancies sustained for more than one year from allocation increased from 93.55% to 96.88%
- Medical adaptation applications completed increased from 89.47% to 100%
- Void rent loss improved from 0.05% to 0.02%
- Average time to relet properties improved from 3.25 days to 2.24 days.

Areas where results were not as good as the previous year were:

- Tenants satisfied with the standard of the home when moving in reduced from 96.97% to 88.46%. During 2016/17 23 of 26 new tenants advised that they were satisfied, 2 advised that they were neither satisfied nor unsatisfied, and 1 advised that they were unsatisfied (3.85%)
- Reactive repairs appointments kept reduced from 97.95% to 95.73%. This was better than our target but less well than the previous year
- Satisfaction with the repairs service reduced from 100% to 98.27%. This was due to responses from 3 tenants advising that they were neither satisfied nor unsatisfied. No tenants advised that they were unsatisfied
- Time taken to complete medical adaptations rose from 21.35 days to 36 days. This was better than our target but less well than the previous year
- Collection of rent due decreased from 99.46% to 99.22%
- Gross rent arrears increased from 2.33% to 2.53%. A higher % of court actions resulted in evictions than previously due to non-payment of rent.

During the year we spent nearly £522,500 on maintaining the housing stock. This included over £397,500 on reactive and cyclical work and nearly £125,000 on component replacements such as boilers and kitchens, with great satisfaction levels from tenants.

The Association also continued with internal audit during 2016/17 with independent auditors Wylie & Bisset reviewing our practices, procedures and performance in various area of work. We are pleased to report to you that the Auditors found the Association to be strong in the areas of complaint handling & tenant communication; property management; housing allocation and management; and health & safety and gas safety. The auditors also undertook an audit of our 2016/17 ARC data submitted to the SHR and found all submitted data to be accurate.

Future service developments and improvements:

While these are all good achievements, we still have goals we want to work towards. Some of our priorities for the year ahead include:

- Following tenant consultation, we will be progressing the replacement of the district heating system with individual boiler systems for each property.
- We will be following our planned replacement programme and replacing kitchens and boilers in properties due renewals.
- We will be feeding the results of our 2015/16 stock condition survey into our long term projections to make sure the Association has robust long term plans.
- We will continue to undertake internal audit to check our practices, procedures and performance.
- We will continue to manage the ongoing changes

introduced by the Government's welfare reforms and other changes ahead.

- We will be working to implement the changes that the Government are eventually introducing from the Housing (Scotland) Act 2014.
- We will implement the Glasgow Common Housing Register.
- We will continue to plan for the future.
- We will continue with our commitment to ensure tenant satisfaction with our services and their homes;
- We will maintain tenants' homes and our local area;
- We will support the Resident & Customer Forum continued development;

If there are other priorities that you think we should be considering please just let us know.

"If you would like to become involved in any way with Pineview we would love to hear from you. Please contact Joyce Orr at our office for more details".

Josephine McGinty
Chairperson



Introduction

This report aims to outline the progress and achievements made by Pineview Housing Association in meeting the requirements of the Scottish Social Housing Charter which was introduced in April 2012 and reviewed during 2017. A copy of the Scottish Social Housing Charter is available from our website or at our office.

What is the Scottish Social Housing Charter?

The Scottish Social Housing Charter was developed in consultation with the Scottish Housing Regulator, tenants, representative bodies, homeless people, other stakeholders and social landlords. It requires Registered Social Landlords to demonstrate how they perform against a number of outcomes. It is a way of measuring how social landlords are performing and how they are meeting the needs of their customers.

The Charter has five main headings/sections that apply to Pineview Housing Association. Each section describes what you should expect us to achieve. These achievements are called outcomes and there are 14 outcomes and standards listed below that we aim to achieve and report on annually. Outcomes 12 & 16 do not apply to Pineview Housing Association.



Performance Information Available From the Scottish Housing Regulator

There is a volume of performance information about all Scottish registered social landlords (RSLs) available from the SHR on their website (www.scottishhousingregulator.gov.uk), including:

- Annual Return on the Charter (ARC) – All social landlords must report their results every May to the SHR. The Charter data submitted by all Scottish RSLs is available to everyone from the SHR's website.
- Landlord Report – The SHR produces an annual report, known as a Landlord Report, from the information it receives from the ARC returns. You can get copies of the Landlord Report for all Scottish RSLs at the SHR's website. The SHR Landlord Report for Pineview has been issued to all tenants and residents during September 2017 and we have additional copies available at our office.
- Regulation plans and engagement information.

The SHR also has an online tool which can be used to compare one landlord's results against the national average and against other landlords. If you need some assistance to access this information, please contact Isobel at our office who will be happy to help you.

Throughout this report we will use the following legends to illustrate our comparative performance:

We will use the following symbols to demonstrate how we rate in comparison to other similar landlords

Better than all Averages: A+
Average: A
Below all Averages: A-

We will use the following symbols to demonstrate how we rate in comparison with our internal targets

Better than Target: T+
Average: T
Below Target: T-

Where there is no symbol, there are no internal targets set.

If you would like to be involved in setting Pineview's targets please contact Joyce or Isobel at our office to discuss how you can get involved.

The customer/landlord relationship

What the Charter says:

1: Equalities

Social landlords perform all aspects of their housing services so that:

- every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

2: Communication

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

3: Participation

Social landlords manage their businesses so that:

- tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

The Pineview results are given from the results of our 2016 tenant satisfaction survey (TSS).

Research Resource were commissioned to carry out a customer satisfaction survey on our behalf.

A total of 239 face to face interviews were carried out between the 19th September 2016 and the 21st October 2016.

Our Service Results:

I.1 Percentage of tenants satisfied with the overall service provided by their landlord	2015/16 Results	2016/17 Results
Pineview HA	93.81% A	92.89% A
SHN Average	90.88%	93.10%
DRUMCOG Average	94.37%	94.12%
Scottish Average	89.00%	89.71%

I.3 Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	2015/16 Results	2016/17 Results
Pineview HA	96.02% A	96.23% A
SHN Average	94.56%	96.90%
DRUMCOG Average	97.45%	96.62%
Scottish Average	90.63%	91.14%

I.6 Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	2015/16 Results	2016/17 Results
Pineview HA	83.19% A	97.49% A
SHN Average	85.65%	92.00%
DRUMCOG Average	92.45%	97.50%
Scottish Average	81.34%	83.82%

Scottish Public Service Ombudsman (SPSO) Model Complaints Handling

We appreciate our customers taking the time to let us know when things go wrong as it helps us to improve our service. Our Complaints Procedure is based on the model published by the Scottish Public Services Ombudsman.

Not all service complaints are responded to in full (i.e. resolved) within the timescale of the SPSO model due to some complaints requiring more detailed investigation before conclusion. The 2016/17 Scottish average for responding to 1st stage complaints was 85.37%, while Pineview achieved 87.50%.

I.5 1st and 2nd stage complaints, including those related to equalities issues, received, responded to in full, upheld and responded to within SPSO timescales				
Pineview Results	2015/16		2016/17	
	1st Stage	2nd Stage	1st Stage	2nd Stage
Number received	31	0	22	1
Carried forward from previous year	1	0	0	0
Number responded to in full	32	0	21	1
Number upheld	16	0	16	1
Responded to within SPSO timescale	87.50%	N/A	80.95%	100.00%
Carried forward to next year	0	0	1	0

We aim to resolve all complaints as quickly as possible but would rather take longer with some to allow a full and proper investigation of the issues raised, and to achieve an appropriate outcome.

Service complaints is a standard agenda item at staff meetings where staff are reminded of the importance of recording any expression of dissatisfaction.

There is regular discussion on the understanding of what constitutes a complaint and the process of recording, resolving and learning from complaints.

While the number of complaints were down during 2016/17 we still reviewed the nature of the complaints so that we could learn from them and improve our service. The majority of complaints received this year relate to repairs and maintenance and dissatisfaction with staff service delivery:

Of the 17 complaints upheld 16 (94%) have resulted in staff training and contractor follow up:

- 7 relate to dissatisfaction with delays in responding/acting on requests for service.
- 5 relate to dissatisfaction with the quality of workmanship/standard of service received.
- 4 relate to dissatisfaction with the district heating system.

Staff training, learning & development and contractor follow up are carried out through one to one coaching with relevant staff and contractors regarding procedures to be followed and standards to be adhered to. Staff undertook formal refresher complaints training in September 2017.

What else we do and areas of service we would like to improve:

Pineview is committed to ensuring equality of access to all our services and as part of this commitment we subscribe to Happy to Translate which is an award-winning not-for-profit initiative which uses an easily recognised logo and specialist tools and training to help people to overcome communication barriers. It enables people to receive information and services on an equal basis, in keeping with legislative requirements on equality issues.

We aim to provide information about the services we provide in a variety of formats – our policies, newsletters, guidance/ information leaflets etc., are all available on request in alternative formats to meet individual needs. We also have a hearing loop system in our office, and a portable system for home visits, to help those with a hearing impairment.

If you feel that any of these services would assist you or you have any other suggestions which would make your communications with us easier, please do not hesitate to let us know. Pineview is committed to providing good quality, non-discriminatory services to all.

As referred to earlier, we conducted our last tenant satisfaction survey during 2016. As part of this survey tenants were asked to identify their top 3 priorities. The resultant priorities and the associated satisfaction levels with Pineview's results in these priority areas were identified as below:

1. Repairs & maintenance service – 93% of tenants satisfied with the service. For 2016/17 this figure was 98.27%.
2. Overall quality of the home – 94% of tenants satisfied with the quality of their home, 3.3% neither nor and 2.9% dissatisfied. This was a big improvement from 2013 when 89% of tenants were satisfied with the quality of their home.
3. Keeping residents informed – over 96% of tenants stated that they thought Pineview was good at keeping them informed about services and decisions, with under 2% being dissatisfied and just over 2% having a neutral opinion.

The residents and customer forum continued to work closely with the Association during the year. The forum helped the Association undertake policy reviews and we very much welcome and appreciate their input. The forum were also busy doing some testing work on the Glasgow Common Housing Register and advising where improvements could be made; choosing replacement kitchen samples; and reviewing the Association's services for customers. We would like to thank the forum members who give their time to keep the Association aware of what is important to our customers and for helping us to try to continually improve local services for tenants and residents. The forum is a great way to encourage communication between the Association and our customers and we would encourage anyone with an interest in Pineview and/or the services we provide, to get involved. The forum is always looking to welcome new members – please let us know if you would like to become involved.

Housing Quality and Maintenance

Our Service Results:

What the Charter says:

4: Quality of housing

- tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) and when they are allocated, are always clean, tidy and in a good state of repair, and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.

5: Repairs, maintenance and improvements

Social landlords manage their businesses so that:

- tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

We continue to achieve very good results in our repairs and maintenance performance however, we will monitor our service closely and take any necessary steps to achieve continuous improvement for the benefit of our tenants.



We also continued to keep our gas servicing record at 100% of services complete within legal time limit. The national average was 99.89%.

I.7 Percentage of stock meeting the SHQS at the end of the reporting year	2015/16 Pineview HA Target: 100%	2016/17 Pineview HA Target: 100%
Pineview HA	100.00% A+ T	100.00% A+ T
SHN Average	97.76%	97.20%
DRUMCOG Average	97.79%	97.92%
Scottish Average	92.76%	93.63%

I.11 Average length of time taken to complete emergency repairs	2015/16 Pineview HA Target: 4 Hrs	2016/17 Pineview HA Target: 4 Hrs
Pineview HA	1.95 hrs A+ T+	1.91 hrs A+ T+
SHN Average	2.07 hrs	2.7 hrs
DRUMCOG Average	2.49 hrs	2.14 hrs
Scottish Average	5.13 hrs	4.66 hrs

I.12 Average length of time taken to complete non emergency repairs	2015/16 Pineview HA Target: 4 Days	2016/17 Pineview HA Target: 4 Days
Pineview HA	2.54 Days A+ T+	2.33 Days A+ T+
SHN Average	4.21 Days	3.80 Days
DRUMCOG Average	2.62 Days	2.37 Days
Scottish Average	7.54 Days	7.08 Days

I.13 Percentage of reactive repairs carried out in the last year completed right first time	2015/16 Pineview HA Target: >95%	2016/17 Pineview HA Target: >95%
Pineview HA	93.62% A T-	94.34% A T-
SHN Average	94.48%	94.50%
DRUMCOG Average	96.01%	96.61%
Scottish Average	91.16%	92.41%

I.14 Percentage of repairs appointments kept	2015/16 Pineview HA Target: >95%	2016/17 Pineview HA Target: >95%
Pineview HA	97.95% A+ T+	95.73% A T+
SHN Average	97.35%	98.10%
DRUMCOG Average	N/A	N/A
Scottish Average	94.40%	95.73%

I.16 Percentage of tenants who have had repairs or maintenance carried out in last 12 Months satisfied with the repairs and maintenance service	2015/16 Pineview HA Target: >98%	2016/17 Pineview HA Target: >98%
Pineview HA	100.00% A+ T+	98.27% A+ T+
SHN Average	91.81%	92.80%
DRUMCOG Average	95.99%	97.98%
Scottish Average	89.99%	90.58%

I.9 Percentage of tenants satisfied with the standard of their home when moving in	2015/16 Pineview HA Target: >96%	2016/17 Pineview HA Target: >96%
Pineview HA	96.67% A+ T+	88.46% A+ T-
SHN Average	89.47%	88.80%
DRUMCOG Average	94.64%	88.33%
Scottish Average	87.68%	89.96%

I.10 Percentage of tenants satisfied with the quality of their home	2015/16 Results	2016/17 Results
Pineview HA	88.50% A	93.72% A+
SHN Average	87.30%	89.90%
DRUMCOG Average	88.52%	87.12%
Scottish Average	86.45%	86.93%

What else we do and areas of service we would like to improve:

We want to know what our tenants and customers think of our repairs and maintenance service and as such we give all customers the opportunity to complete a repair satisfaction survey every time we carry out a repair at their home. As required for the ARC we ask tenants "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided". During 2016/17 satisfaction in this indicator was 98.27%.

Only 1 of 26 tenants who moved into their home during 2016/17 were dissatisfied with the condition of their home when they moved in, 2 tenants were neither satisfied nor dissatisfied and 23 were satisfied. If you can think of ways that we can further improve in this area, please let us know. Of all the tenants asked during the 2016 tenant satisfaction survey about their satisfaction with the quality of their home, only 3 tenants advised that they were dissatisfied. If you are a tenant in one of our properties and you are not satisfied with the quality of your home, please let us know so we can review this with you.

Neighbourhood and community

What the Charter says:

6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure that:

- tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Our Service Results:

I.19 Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	2015/16 Pineview HA Target: 100%	2016/17 Pineview HA Target: 100%
Pineview HA	93.10% A+ T-	95.45% A T-
SHN Average	91.54%	89.00%
DRUMCOG Average	92.05%	97.89%
Scottish Average	86.63%	87.22%

I.17 Percentage of tenants satisfied with the management of the neighbourhood they live in	2015/16 Results	2016/17 Results
Pineview HA	87.17% A	96.65% A+
SHN Average	89.84%	91.90%
DRUMCOG Average	91.20%	96.37%
Scottish Average	85.98%	87.11%



We encourage customers to let us know about any anti-social behaviour and neighbour issues/concerns they are experiencing. Thank you to everyone who took the time to report these matters to us, as we are unable to do anything if we are not made aware.

During the year we received 44 complaints and we resolved 95.45% of these within target timescales. This meant that the majority of anti-social behaviour cases reported in the last year were resolved within locally agreed targets. This performance is better than the national average and is an improvement on our previous years result.

Our staff carry out regular inspections of closes and communal areas to ensure that they are kept clean and tidy. This generates a considerable number of issues ranging from

monitoring of stair cleaning, liaising over bulk items removal as well as identifying and reporting repairs in and around the Association's properties. We will continue to work with residents and outside agencies in order to achieve positive outcomes/results on behalf of our residents and to improve the Pineview Housing Association neighbourhood/environment.

We continue to work with Police Scotland, other local housing associations and Glasgow City Council concerning any anti-social behaviour problems reported to us. Please continue to let us know if you are experiencing any anti-social behaviour problems and we will do our very best to assist where we can or to advise on the help / assistance available from other agencies etc.

What else we do and areas of service we would like to improve:

Additional work and achievements we secured in this area of our work includes:

- a further successful Pineview Challenge project with Action for Children to help young people to secure essential employment skills and training and help increase respect for our local neighbourhoods;
- ongoing support to local wider action projects including Wheel Fix It and the Northmuir Community Gardens;
- winners for the annual garden competitions – well done to everyone who won a prize.



The Association takes the management of our properties and tenancies seriously and will take action against those not adhering to the terms of their tenancy. During 2016/17 we had to initiate court action against 16 tenants and unfortunately 3 evictions required to be carried out. We provide advice and/or support to tenants who experience financial and other problems and putting someone out of their home is the last thing we want to do but regrettably there are occasions when we have no alternative but to proceed with eviction action.

Access to housing and support

What the Charter says:

7, 8 and 9: Housing options

Social landlords work together to ensure that:

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- tenants and people on housing lists can review their housing options.

Social landlords ensure that:

- people at risk of losing their homes get advice on preventing homelessness.

10: Access to social housing

Social landlords ensure that:

- people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

11: Tenancy sustainment

Social landlords ensure that:

- tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Our Service Results:

Self-Contained Stock Profile 31/03/2017					
Property Type Property Size	House	4 in a block	Tenement	Other Flat	Total Properties
2 Apt		42	59	4	105
3 Apt	129	19	89	5	242
4 Apt	129	1		2	132
5+	54				54
Grand Total	312	62	148	11	533

I.21 Percentage of lettable houses that became vacant in the last year	2015/16 Pineview HA Target: <6%	2016/17 Pineview HA Target: <6%
Pineview HA	5.99% A+ T+	4.69% A+ T+
SHN Average	7.10%	6.40%
DRUMCOG Average	7.77%	6.34%
Scottish Average	8.64%	8.41%

I.20 Percentage of new tenancies sustained for more than a year	2015/16 Pineview HA Target: >90%	2016/17 Pineview HA Target: >90%
Pineview HA	93.55% A+T+	96.88% A+T+
SHN Average	91.20%	92.80%
DRUMCOG Average	91.30%	93.85%
Scottish Average	88.35%	89.04%

I.22 Percentage of approved applications for medical adaptations completed during the reporting year	2015/16 Pineview HA Target: 100%	2016/17 Pineview HA Target: 100%
Pineview HA	89.47% A T-	100.00% A+T
SHN Average	87.49%	90.82%
DRUMCOG Average	95.51%	98.53%
Scottish Average	83.25%	86.17%

During the year the Association carried out adaptations to tenants homes to enable them to remain in their home. The grant funding for these adaptations comes from Glasgow City Council and the Association can only complete those which have been approved and requested by an occupational therapist and for which there is grant funding available.

...Access to housing and support

I.23 Average days to complete approved applications for medical adaptations	2015/16 Pineview HA Target: <37 days	2016/17 Pineview HA Target: <37 days
Pineview HA	21.35 Days A+ T+	36.00 Days A T+
SHN Average	81.23 Days	85.60 Days
DRUMCOG Average	26.40 Days	27.82 Days
Scottish Average	49.93 Days	51.80 Days

I.35 Average length of time taken to re-let properties in the last year	2015/16 Pineview HA Target: <4 days	2016/17 Pineview HA Target: <3 days
Pineview HA	3.25 Days A+ T+	2.24 Days A+ T+
SHN Average	11.87 Days	12.40 Days
DRUMCOG Average	7.66 Days	10.64 Days
Scottish Average	35.36 Days	31.53 Days

What else we do and areas of service we would like to improve:

Pineview works with the other local Drumcog members and GHA to ensure a wide choice of housing options are available for those seeking housing opportunities. We take part in the Glasgow Housing Options service and undertake housing options interviews and follow up work with all applicants who wish to take part. We have been working with other local landlords and Glasgow City Council (GCC) on the GCC Glasgow Common Housing Register, the aim of which is to make it easier for anyone to apply for and increase their rehousing options. This is an online system that our staff can assist you with. In addition, as part of Drumcog, we developed a local common housing allocation policy to further simplify rehousing matters for applicants. Anyone is free to apply to our housing register at any time – this does not guarantee rehousing but if we do not know about your needs we cannot help – please contact a member of our staff if you would like to make an application for housing or would simply like some advice and assistance. Applicants can review their housing options with us at any time.

From time to time people get into difficulties with managing their tenancy and we are here to help at such times. Unfortunately not everyone takes this offered help and this can result in their tenancy not lasting. If you are experiencing difficulties and/or are concerned that you may need to give up your home, please contact us first for some assistance – we will try to help you to enable you to remain in your home. If you do not want support direct from Pineview, we can find alternative sources of help for you.

Getting Good Value from Rents and Service Charges

Our Service Results:

What the Charter says:

13: Value for money

Social landlords manage all aspects of their businesses so that:

- tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

14 and 15: Rent and service charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them
- tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

CI.21 Average Rent Increase applied	2015/16 Results	2016/17 Results
Pineview HA	1.19% A+	0.99% A+
SHN Average	1.77%	2.04%
DRUMCOG Average	1.26%	1.40%
Scottish Average	1.88%	2.29%

I.29 Percentage of tenants who feel that the rent for their property represents good value for money	2015/16 Results	2016/17 Results
Pineview HA	77.88% A	94.14% A+
SHN Average	72.61%	87.10%
DRUMCOG Average	83.95%	88.11%
Scottish Average	78.99%	81.85%

I.33 Percentage of factored owners satisfied with the factoring service they receive	2015/16 Results	2016/17 Results
Pineview HA	71.43% A	91.67% A+
SHN Average	71.74%	73.18%
DRUMCOG Average	80.82%	84.62%
Scottish Average	65.09%	67.38%

CI.17 Average Weekly Rents by apartment size	2015-2016 Results				2016-2017 Results			
	Pineview HA	SHN	DRUMCOG	Scottish Average	Pineview HA	SHN	DRUMCOG	Scottish Average
1 Apt	N/A	£ 41.23	£41.02	£ 65.94	N/A	£ 47.20	£41.30	£ 66.55
2 Apt	£ 60.96	£ 64.35	£ 66.35	£ 70.39	£ 61.69	£ 68.10	£ 66.93	£ 71.67
3 Apt	£ 70.53	£ 70.85	£ 73.06	£ 71.55	£ 71.37	£ 73.30	£ 73.96	£ 73.13
4 Apt	£ 79.45	£ 79.47	£ 85.90	£ 77.60	£ 80.40	£ 82.30	£ 87.02	£ 79.42
5 Apt	£ 87.41	£ 89.23	£ 89.45	£ 85.98	£ 88.46	£ 92.90	£ 90.54	£ 88.02
Total Average	£ 72.58	£ 72.39	£ 75.74	£ 72.90	£ 73.45	£ 74.90	£ 76.60	£ 74.44

The Association is keen to ensure that the rents we charge represent value for money to our tenants. We were very pleased with the response from our tenants in the 2016 tenant satisfaction survey where 94% thought that their rent represented good value for money (3% gave a neutral response and only 3% thought the value for money was poor). This result compares very well to the national average of 82% and our 2013 result of 79%.

In relation to the average weekly rent charges, Pineview's average rents are lower than the Scottish average for 1 and 2 bedroomed properties, and less than £1.00 per week higher for 3 and 4 bedroomed properties. However, average rent figures can be largely misleading as it is not clear what services are provided or what property types make up the average rents. For example, Pineview has a lot of modern houses and these tend to have more amenities than unimproved or older modernised tenement flats, and as such have higher rent charges. Other landlords, within the average, could have much older, less improved tenemental stock with lower rents, and this can reduce the overall average rent charge. As such, it is very difficult to compare rent charges using average figures and these can give little meaningful information for comparison purposes.

Pineview has worked with other local landlords to try and get more local rent comparisons, although they are still subject to the same comparative issues as above.

We are planning to carry out a review of our rents and service charges during 2018 and want as many customers as possible to get involved. Please get involved and let us know your views.

Pineview also strives to achieve good performance by minimising void rent loss to the Association. By working to keep void times low we maximises the amount of rental income we have to invest in the housing stock, and a quick turnaround also allows us to help individuals and families in need secure good quality housing quickly.

I.31 Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	2015/16 Pineview HA Target: <2.18%	2016/17 Pineview HA Target: <2.33%
Pineview HA	2.33% A+ T-	2.53% A+ T-
SHN Average	3.60%	3.60%
DRUMCOG Average	4.21%	3.77%
Scottish Average	5.25%	5.30%

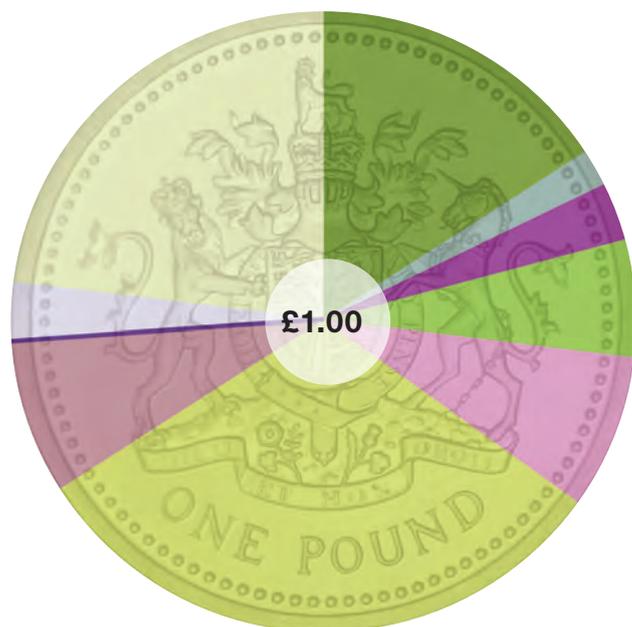
I.34 Percentage of rent due lost through properties being empty during the last year	2015/16 Pineview HA Target: <0.10%	2016/17 Pineview HA Target: <0.05%
Pineview HA	0.05% A+ T+	0.02% A+ T+
SHN Average	0.22%	0.20%
DRUMCOG Average	0.26%	0.26%
Scottish Average	0.99%	0.87%



Our Finances

The Association prepares short, medium and long term budgets, reflecting its planned activities. Actual outputs against budget is measured on an ongoing quarterly basis to monitor results. The majority of the income that the Association receives comes for the rents and service charges that we charge on the properties we let and manage. A full copy of our audited annual accounts is available on our website or from our office on request.

As a non-profit making charity, any surplus in a year is set aside to be used to fund future cyclical maintenance and planned replacement work. In the year ended 31 March 2017 the Association made a surplus of £678,488. Surpluses are set aside for future costs, repairs and replacements. Alongside the reactive and cyclical expenditure noted below, the Association invested nearly £125,000 in kitchen, heating and bathroom component replacements. The following information has been extracted from the Association's audited financial statements.



During 2016/17 for every £1 of income received we spent:

■ Staffing Costs 16p	■ Depreciation 31p
■ Other 2p	■ Overheads 8p
■ Service Costs 3p	■ Wider Role & Other 8p
■ Reactive Maintenance 6p	■ Interest Payable 3p
■ Planned Maintenance 8p	■ Surplus Transferred to Reserves 23p

Income

Rents	£ 2,064,681	71.28%
Services	£93,538	3.23%
Amortised Housing Grants	£664,820	22.95%
Factoring	£21,308	0.74%
Revenue Grants - Adaptations	£16,423	0.57%
Interest received	£35,880	1.24%
Miscellaneous	£ -	0.00%
Total	£ 2,896,650	100.00%

Expenditure

Staffing Costs	£450,563	15.55%
Other	£45,076	1.56%
Service Costs	£97,919	3.38%
Reactive Maintenance	£174,580	6.03%
Planned Maintenance	£223,027	7.70%
Depreciation	£897,761	30.99%
Overheads	£234,257	8.09%
Wider Role & Other	£11,271	0.39%
Interest Payable	£ 83,708	2.89%
Surplus Transferred to Reserves	£678,488	23.42%
Total	£ 2,896,650	100.00%

Over the last 26 years the Association has borrowed money as loans from banks to allow us to improve the housing stock and build new homes. At 31/03/17 the Association had outstanding loan balances to the value of £4,079,113. There are a number of financial and information requirements, known as loan covenants, that the Association need to comply with under the terms of these loans. The Association is pleased to report that it continued to meet all the requirements of the loan covenants during 2016/17.

Pineview People 2016/17

Committee

The Management Committee of the Association volunteer their time, commitment and experience to collectively and strategically manage the Association and its business, and ensure ongoing success and viability.

While committee members responsibilities are now more formalised and regulated, the priority of providing good services to customers is still the same, and as long as you have this commitment anyone can be a good committee member, so please do not be afraid to get involved. The Association are always looking to get more people involved in the Management Committee, if this is of interest to you please speak with any of the current Committee or staff who will be very pleased to give you more information on how to get involved.

There were some Committee changes during the year. Three members (Melanie Paterson, Aziz Yasin & Kenny McGinty) resigned for personal reasons. We would like to thank them for all their hard work and commitment to the Association.

There were also some returning and new members joining the Committee – Gail Boyle and Victoria Phelps. Since the AGM we have also had another new committee member joining, Asa Brooks. We welcome these members on board and look forward to their contributions.

Our rules allow us to have a Committee of up to 15 members. Being involved only requires a few hours commitment each month and you can make a real difference for our local community. If you would like more information on what committee membership involves, please contact us as we would love to hear from you.

At our 2017 AGM, in line with our rules, Jean Black required to stand down as Chairperson having completed her five year term. The Association is very grateful for Jean's time and commitment to the important role of Chairperson over her term of office. We are also very pleased that she remains a committee member, filling the role of Vice-Chairperson and providing support for our new Chairperson Josephine McGinty.



Our current Committee, following our July 2017 AGM, are as follows:

Josephine McGinty	Chairperson		
Jean Black	Vice Chairperson		
Myra Frater	Treasurer		
Gail Boyle	Sharon Kane	Winifred McPhail	
Jim O'Connor	Victoria Phelps	Amanda Smith	Anna Welsh

Asa Brooks has joined as a co-optee member during September 2017.

During 2016/17 the Committee completed another successful year of training with the other local housing associations (Drumcog). This helps to ensure that Committee have access to external experience and information. This has proven very useful and the Committee have agreed another 2 year training programme for 2017 – 2019.

To comply with our rules, and the Scottish Housing Regulator's regulatory framework, the Committee underwent another independent annual appraisal review during 2016/17. Linda Ewart, a specialist in housing association governance and a member of Governance Alliance Scotland, undertook this independent review and found that the Pineview Committee take governance very seriously and are committed to achieving and maintaining high standards.

Staffing – as at 31/03/17

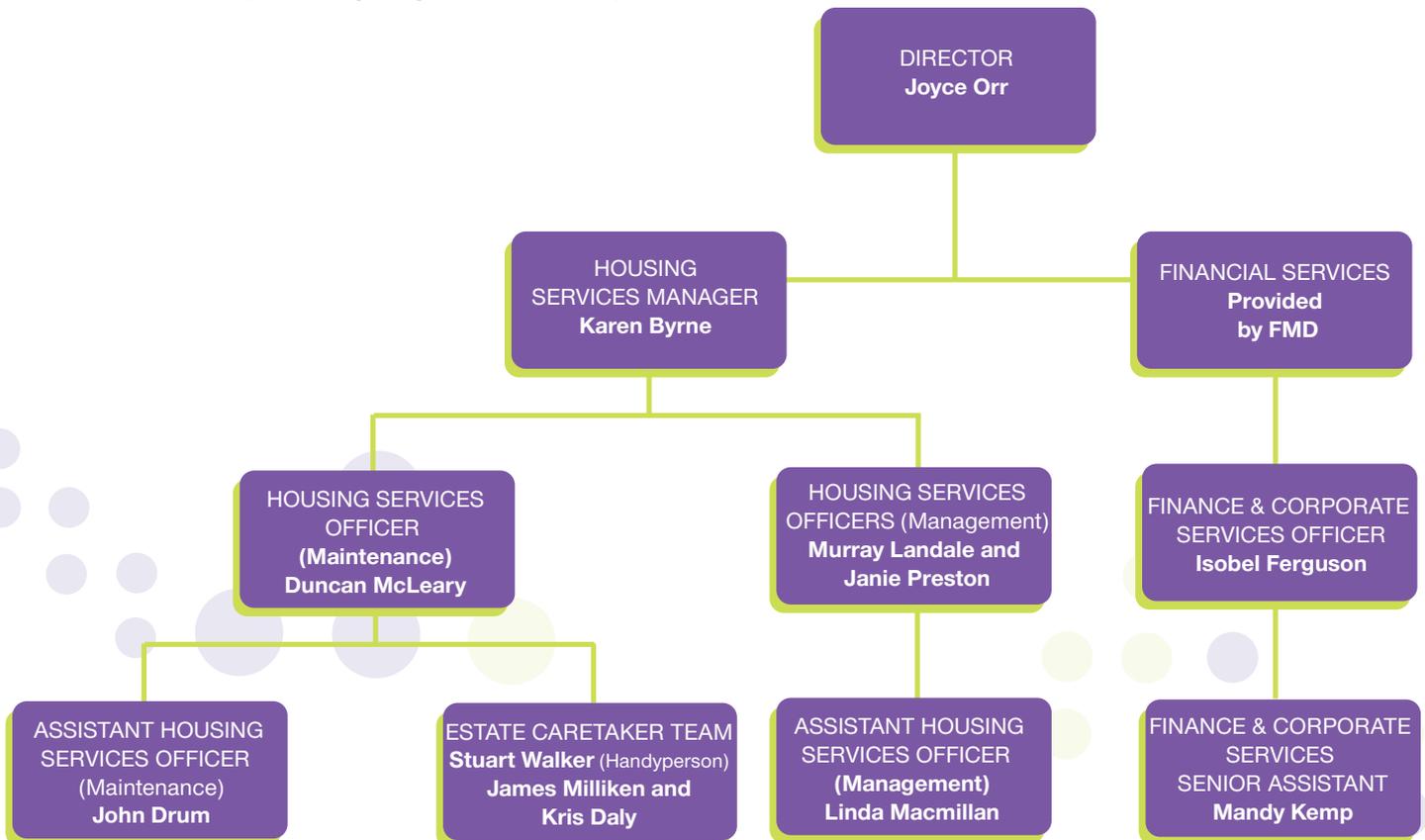
Our staffing turnover was quite stable last year with only two changes. Tony Walker went onto a post with another housing association and Joe McGuiness retired. Kris Daly filled Tony's post and Duncan McLeary filled Joe's.

Our target for sickness absence is <4.00%. While our actual sickness absence rate of 9.01% was higher than this, it was lower in comparison to the 2015/16 rate of 10.95%. Long term absences account for 73.77% of all absences during 2016/17.

2016/17 Staffing Summary

■ As at the 31 March 2017 we had 12 members of staff.

- Senior Staff: 2
 - Finance & Corporate Services: 2
 - Housing Management & Maintenance: 5
 - Estate Caretaker Service: 3
- 9.06% of working days were lost due to staff sickness (absences)
 - 2.55% of working days were lost due to staff sickness (excluding long term absences)



Conclusion

We hope you have found this report informative and useful, and that it easily lets you see the results of the Association in comparison to last year and to other providers. The Association has consulted with our Management Committee, Resident & Customer Forum and with tenants through our newsletter on the content of the Annual Report. We would be keen for more tenants, residents and customers to be actively involved in deciding the focus and scope of the report as well as the design. To do this we need you to get involved or at least let us know what you think – please!

We would like you to tell us your views on the report so that we know what we are getting right and what you would like us to change. Please could you take the time to let us know your thoughts? Enclosed is a survey form that we would really appreciate if you could take the time to complete and return to us, answering the following questions:

- **Did you like the design of the report?**
- **Did you get the information you needed from the report?**
- **Have we missed anything – what else would you like to see in the report?**
- **What are we getting right and what would you like us to change about the report?**

You can return the survey to us by:

- **Returning your completed paper survey to our office**
- **Completing the survey online in our latest news section of our website - www.pineview.org.uk**
- **Phoning Isobel at the office on 0141 944 3891**
- **Texting us with your name and a suitable time for us to call you back to complete the survey – please text 0795 147 2472**



Our management Committee, Resident and Customer Forum and staff will continue to assess how we present information to our residents and customers. If you would like to be involved or simply want to give your views, please just contact Joyce or Isobel at our office.





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Registered Property Factor PF000151



...putting people first