

Minute of:	Pineview Housing Association Customer & Resident Forum Meeting
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Date of Meeting to which Minute relates:	17 th November 2022
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Prepared By:	Andy Cartwright
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Date Prepared:	7 th December 2022
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Meeting Minute to be Presented to:	16 th February 2023
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Item Details	
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1.	Sederunt
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Chair of Meeting: Robert Reid

Forum Members Present: Mary Frew Josie Simpson Angela Jarvis	Apologies: Angela Temple Janette Murphy Absent: Leave of Absence:	Staff In Attendance: Robert Reid Andy Cartwright Murray Landale Guest Speaker/Presenter(s): Observing:
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Item Details	
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2.	Declaration of Interest
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None

Item Details	Lead Action By	Date Due By
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3. Minute of Meeting of 20th October 2022	Minute of Previous meeting	
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<p>Corrections required:</p> <p>No corrections required</p> <p>Matters arising:</p> <p>Forum members asked for further feedback on any improvements with residents feeling that they are still not getting through on the phones – Murray explained that there is a new phone system in place and how it</p>		
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Item Details	Lead Action By	Date Due By
<p>operates and that incoming calls should be diverted to free phone lines for tenants calls to be answered.</p> <p>Forum updated that there has been 3 evictions due to arrears since the last meeting and Murray explained the process of what happens to tenants after the eviction process.</p> <p>Forum looking for an update regarding the flooding issue at Peel Glen Gardens, forum was informed that talks are continuing with Glasgow City Council with regards to drainage solutions, but progress is slow.</p> <p>Forum informed that a Health and Safety Fire Assessment of all Pineview closes will be carried out W/C 28th November 2022. Forum expressed concern about bikes in closes and explained that this is an issue that has been picked up by the Housing Management team and appropriate action have and will continue to encourage tenants to stop storing bikes and other items in the common close area. Bike lockups at the back courts were also an option that Pineview where looking to explore, especially in closes that have been identified as a reoccurring issue.</p> <p><u>Approval:</u></p> <p>Proposed by: Mary Frew Seconded by: Angela Jarvis</p>		
<p>4. Pineview Housing Updates</p>		
<p>Summary of Discussion:</p> <p>Murray updated the Forum on that there is going to be a post review for the Housing Officer for March 2023 due to Yvonne retiring and Maryanne's contract coming to an end.</p> <p>Forum informed that the Christmas vouchers for pensioners 60+ was not happening and Pineview is looking to concentrate on households/individuals on other benefits within the community. Forum agreed that Christmas vouchers for pensioners at 65+ should remain.</p> <p>Pineview is making contributions to G15 for vouchers for hats and gloves for children in the area for winter. Pineview is changing the selection boxes donations this year and donating the money used for this to a local charity instead, Forum agreed this was a better use of the money given the cost of living crisis.</p> <p><u>Decisions Made:</u></p> <p>Robert will keep the Forum updated on any further information regarding rent freeze or restrictions on evictions</p>		

Item Details	Lead Action By	Date Due By
5. Update on contracts and planned works		
<p>Summary of Discussion:</p> <p>Due to technical difficulties with the Teams software Robert was unable to update the forum on contracts and planned works and was agreed to be taken forward to the December meeting to discuss</p> <p><u>Decisions Made:</u> None</p>		
6. National Panel of Tenants and Service Users		
<p>Summary of Discussion:</p> <p>Murray informed the Customer Forum that the Customer Forum for Scotland is looking for anyone interested in participating and making their view heard on a national scale. Customer Forum did not express much interest at present but said they would look for more local input and ask round for additional members for the Pineview Customer Forum.</p> <p>Decisions Made: none</p>		
7. Tenant Satisfaction Survey 2022		
<p>Summary of Discussion:</p> <p>Murray confirmed that the tenant satisfaction survey is now underway and tenants are being phoned and contacted, results should be received before Christmas 2022.</p> <p><u>Decisions Made:</u> Panel to be kept informed of results</p>		
8. Rents – Tough Times and Hard Choices - Presentation		
<p>Summary of Discussion:</p> <p>Due to technical difficulties with the Teams software Robert was unable to give the Presentation and was agreed to be taken forward to the December meeting to discuss</p> <p><u>Decisions Made:</u> Robert to give presentation on the 15th December 2022</p>	Robert	Ongoing

Item Details	Lead Action By	Date Due By
9. Rent Setting and Service Charge Policy - Review		
<p>Murray informed the Forum that the Association was carrying out work to assess different options for rent increases and the impacts upon tenants income and planned maintenance works. Rent consultation on these findings will be sent to tenants for their opinion in December 2022/ January 2023.</p> <p><u>Decisions Made:</u> N/A</p>		
10. Increasing Forum Membership – ideas and action plan		
<p>Summary of Discussion:</p> <p>Murray discussed with forum of ways the Association could increase its membership other than using articles on the website, social media and the newsletter, the forum provided the following feedback:</p> <ul style="list-style-type: none"> • Use texts messages to reach out to tenants • Change the way membership is advertised and make it more attractive/interactive • Sell it as it is – an advisory group • Increase membership through an Open Day and/or send out invites <p><u>Decisions Made:</u> Forum members thought the best way was by word of mouth and put out</p>		
11. Applicants from Ukraine - update		
<p>Murray explained that currently we have 5 or 6 Ukrainian Applicants on the housing list and if they have the right to live in Scotland, they can remain on the housing list. However, GCC have a preferred method of re-settling via recognised Scottish Government schemes but nothing to stop applicants applying through housing lists.</p> <p><u>Decisions Made:</u> n/a</p>		
12. Future Meeting Dates and 13. AOCB		
<p>Summary of Discussion:</p> <p>Future Meeting dates agreed by Forum.</p> <p>15th December 2022 6pm</p>		

Item Details	Lead Action By	Date Due By
<p>16th February 2023 6pm 16th March 2023 6pm 20th April 2023 6pm 18th May 2023 6pm 15th June 20123 6pm</p> <p>13. Forum discussed that they would prefer a carvery to eat for the Christmas Customer Forum. This is to be arranged and delivered for 6pm on the evening of the December forum.</p> <p><u>Decisions Made:</u></p>		
12. Date of Next Meeting - Thursday 15th December 2022		

Minute Approved by: Mary Frew

Seconded by: Angela Jarvis

Date Approved: 16th February 2023