

Minute of:	Pineview Housing Association Customer & Resident Forum Meeting
Date of Meeting to which Minute relates:	8 th February 2024
Prepared By:	Ben Keenan
Date Prepared:	9 th March 2024
Meeting Minute to be Presented to:	14 th March 2024

Item Details		
1.	Sederunt	
Chair of Meeting: Robert Reid		
Forum Members Present: Mary Frew Janette Murphy Angela Jarvis	Apologies: Angela Temple Josie Simpson Karen Royal Absent: Leave of Absence:	Staff In Attendance: Robert Reid Ben Keenan Guest Speaker/Presenter(s):

Item Details	
2.	Welcome and Introductions
Everyone introduced themselves and Robert welcomed them to the meeting.	

Item Details	Lead Action By	Date Due By
3. Minutes of Previous Meeting (7th December 2023)	Minute of Previous meeting	
Corrections required: None		
Matters arising: None		
Approval:		

Item Details	Lead Action By	Date Due By
<p>Proposed by: Mary Frew Seconded by: Karen Royal</p>		
4. Matters arising from previous meeting		
<p>BK provided update from Councilor Ferguson on gutters and gullies. Advised that the ones at Peel Glen Gardens were never adopted by Glasgow City Council and so they are the responsibilities of the residents/owners. Forum agreed that this should be followed up with maintenance and program for later works agreed and communicated to tenants.</p> <p>Advised forum that a full list of adopted gutters/gullies can be viewed on Glasgow City Council website.</p>		
5. Councillor updates		
<p>No councillors were present at the meeting. BK will reach out to Councillor Ferguson for next meeting.</p>		
6. Pineview updates		
<p>House visits - RR and BK reminded forum of ongoing program of house visits over next two years.</p> <p>Rent Increase – RR advised forum of rent increase commencing 1st April 2024. 5% increase agreed by Committee of Management and letters to be issued to all tenants by end of February.</p> <p>Waiting List update - RR advised that waiting list update was now complete and we were awaiting final update from sdm to clear closed applications.</p> <p>Committee – RR advised forum of January committee meeting and outlined the 4 areas of improvement that had been agreed. These are:</p> <ul style="list-style-type: none"> - Estate Caretaking and oversight - Estate Management by HS team - Inspections – both property and repairs inspections - Debt management – current and former tenant and factoring arrears 		

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<p>BK and RR advised that they would keep the forum updated throughout the year with progress on all these action points</p>		
7. Value for Money Statement – Forum Annual Review		
<p>Forum members were provided with a copy of the value for money and Robert outlined the definition of value for money, which is the relationship between economy, efficiency and effectiveness.</p> <p>Robert then outlined the main provisions of the statement including,</p> <ul style="list-style-type: none"> • Services planned around customer feedback • Continual review of operational efficiency and internal processes • Procuring services in an economically sustainable way • Managing our stock assets to ensure maximum benefit • Maximise the value and capacity of our staff team. <p>All members present approved the statement for continued use and no amendments were proposed.</p>		
8. Consultation Register		
<p>RR discussed with the forum the hopes to re-launch the consultation register. This is a register of tenants that the organisation can contact and consult on any upcoming actions in order to get immediate feedback.</p> <p>RR asked forum members if they had any ideas on what they think tenants should be consulted on – in addition to current areas such as rent increase and vouchers. No new ideas were noted but members advised they would be happy to think about ideas for future meetings.</p>		
9. Partnership Working – Gaps in Service		
<p>RR asked Forum members for their thoughts on current partnership working arrangements and whether they thought there were any areas that would benefit from stronger links with external partners.</p> <p>Members suggested a number of areas that they felt could be looked at for developing partnership working. These include painting and decorating; window cleaning; community service/litter picks; working</p>		

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<p>with local schools; fortune works and garden maintenance or local gardening projects.</p> <p>BK and RR advised this would be an ongoing area of focus over the coming months and any new or updated partnership agreements would be advertised and promoted to the forum and other tenants.</p>		
10. Tenant Participation Action Plan		
This item was carried over as the Action Plan has not yet been updated..		
11. Garden Competition 2024 – Plan and Timescales		
RR and BK discussed options for 2024 Garden competition. Plan was agreed whereby pictures will be taken and collected by staff on the estates in the last week of May. These can then be organised and presented to the Forum at the meeting in June and the winner will be announced at the AGM in July		
12. Prize Draw – Rent Consultation		
The Forum drew 10 winners at random from the list of tenants who had participated in the rent consultation. The list of winners was sent to the finance department who arranged for prize vouchers to be sent out to the winning tenants.		
13. AOCB		
14. Date of Next Meeting		
<p>14th March 2024 at 6pm</p> <p>Minutes agreed at meeting on 14th March 2024 – proposed by Janette Murphy. Seconded by Angela Jarvis post meeting on 28/03/2024</p>		