

<b>Minute of:</b>	Pineview Housing Association Customer & Resident Forum Meeting
<b>Date of Meeting to which Minute relates:</b>	20 <sup>th</sup> October 2022
<b>Prepared By:</b>	Robert Reid
<b>Date Prepared:</b>	10 <sup>th</sup> November 2022
<b>Meeting Minute to be Presented to:</b>	17 <sup>th</sup> November 2022

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

Item Details	
<b>2.</b>	<b>Declaration of Interest</b>
None	

Item Details	Lead Action By	Date Due By
<b>3. Minute of Meeting of 22<sup>nd</sup> September 2022</b>	<b>Minute of Previous meeting</b>	
Corrections required:  No corrections required  Matters arising:  Forum members feel that residents are still not getting through on the phones – Robert confirmed that the office is now open full time and there is no training on a Wednesday morning so should be no reason that		

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<p>tenants cannot get through. Forum members agreed this could be a source of customer dissatisfaction.</p> <p><u>Approval:</u></p> <p>Proposed by: Mary Frew  Seconded by: Janette Murphy</p>		
<b>4. Pineview Housing Updates</b>		
<p>Summary of Discussion:</p> <p>Robert updated the Forum on the rent arrears work which is now underway to strengthen our approach to managing the Association's Income.</p> <p>All housing services staff have a clearly defined role in executing the debt management plan that is now in place.  Robert confirmed that the first eviction has now been carried out and assured the Forum that every chance had been given to the tenant before eviction stage had been reached.</p> <p>The Forum discussed the Scottish Government's announcement of a rent freeze until 31<sup>st</sup> March 2023 and restrictions being placed on evictions. The Forum agreed that there are pros and cons for any rent freeze and acknowledged the ongoing effect of a freeze on the finances of the Association.</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>		
<b>5. Update on contracts and planned works</b>		
<p>Summary of Discussion:</p> <p>Calum outlined various works which we are hoping to carry out over the coming months with tenders currently being evaluated. The contracts include kitchens and boilers, work to replace windows in Kendoon Avenue and upgrades to entry doors at three blocks also in Kendoon Avenue. Calum explained that these contracts are based on stock condition surveys.</p> <p>Calum explained that cyclical works take place in four out of every five years – on a five-year cycle condensed into four years.</p> <p>Gutter cleaning also taking place again this year.</p>		

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<p>Fire Risk Assessments for our communal areas in closes and blocks are also due again. We have an issue in some blocks with tenants storing goods in the communal areas</p> <p>The Forum discussed potential issues which may arise through tenants not being able to use their heating due to the cost and Forum members also felt that many residents did not know how to correctly operate their heating controls.</p> <p>Grounds Maintenance -</p> <p>Peel Glen Gardens – Calum updated the Forum on the issue with the gardens at Peel Glen Gardens and confirmed that the coal board is not taking any responsibility for the issue and is no longer engaging with us. Forum members did not see why tenants should have to put claims on their insurance for damage to their goods or garden furniture.</p> <p>Forum members discussed general repairs issues and agreed that there has been a significant improvement in responsive repairs service and feel that tenants are no longer being asked to pay re-charges unreasonably for repairs.</p> <p><u>Decisions Made:</u> None</p>		
<b>6. Drumchapel CAB – Change to Appointment times</b>		
<p>Summary of Discussion:</p> <p>Robert informed the Forum that Drumchapel CAB have requested to move our appointments from Tuesday afternoons and Friday mornings to Tuesday and Friday mornings. The number and availability of appointments will not change.</p> <p>The Forum did not believe this would make a material difference to the service received by our tenants and had no objection.</p> <p>Forum members suggested publicising this change and the availability of the service in the next newsletter</p> <p>Decisions Made: Robert to ensure this is publicised in the next newsletter</p>		
<b>7. Tenant Satisfaction Survey 2022</b>		
<p>Summary of Discussion:</p> <p>Robert confirmed that our three yearly full tenant satisfaction survey is now due and will now begin in November 2022.</p>		

Item Details	Lead Action By	Date Due By
<p><u>Decisions Made:</u> Panel to be kept informed of progress</p>		
<b>8. Fire Risk and Clear Closes</b>		
<p>Summary of Discussion:</p> <p>Robert outlined the issues that we are experiencing with items being left in closes and causing a potential fire hazard.</p> <p>Action is being taken but the legal options open to us to remove people's belongings are limited</p> <p><u>Decisions Made:</u> Robert to keep forum informed of progress</p>	Robert	Ongoing
<b>9. Investors in People - update</b>		
<p>Robert informed the Forum that the Association has recently had an interim review with Investors in People. The findings of the interim review were very positive and highlighted</p> <ul style="list-style-type: none"> <li>• Staff are very customer focused and want to do their best for tenants and service users</li> <li>• Staff were all very positive about working for the Association</li> <li>• There was consistently positive feedback about the Director who provides a supportive, positive environment where people enjoy their work</li> <li>• There is a culture of recognition and staff efforts are acknowledged, including from the Management Committee.</li> </ul> <p><u>Decisions Made:</u> N/A</p>		
<b>10. Annual Report 2021 - 2022</b>		
<p>Summary of Discussion:</p> <p>Robert requested feedback on the Annual Report – including the format and layout</p> <p>The forum members felt that the Report was colourful and likely to catch the eyes of residents and provided some useful information which is well laid out and easy to read</p>		

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<u>Decisions Made:</u> Forum members are happy with the format		
<b>11. Christmas Meeting</b>		
<p>Robert confirmed that there is no plan to hold a Christmas meal with Committee members, Forum members and staff this year.</p> <p>The Christmas meeting of the Forum will have food and will be more of a social occasion.</p> <p><u>Decisions Made:</u></p>		
<b>12. Date of Next Meeting - Thursday 17<sup>th</sup> November 2022</b>		
<p>Summary of Discussion:</p> <p><u>Decisions Made:</u></p>		

Minute Approved by: Mary Frew

Seconded by: Josie Simpson

Date Approved: 17<sup>th</sup> November 2022