

Minute of:	Pineview Housing Association Customer & Resident Forum Meeting
Date of Meeting to which Minute relates:	16 th February 2023
Prepared By:	Ben Keenan
Date Prepared:	9 th March 2023
Meeting Minute to be Presented to:	16 th March 2023

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

Item Details	
2.	Declaration of Interest
None	

Item Details	Lead Action By	Date Due By
3. Minute of Meeting of 17th November 2022	Minute of Previous meeting	
Corrections required: No corrections required Matters arising: No matters arising were noted that were not already on the agenda.		

Item Details	Lead Action By	Date Due By
<p><u>Approval:</u></p> <p>Proposed by: Mary Frew Seconded by: Angela Jarvis</p>		
4. Pineview Housing Updates		
<p>Summary of Discussion:</p> <p>Robert updated the Forum on recent internal recruitment and confirmed that he has been appointed to the permanent role of Senior Housing Officer. Ben Keenan has been appointed to the post of Housing Officer, and Caitlin Gillespie has been appointed to the post of Assistant Housing Officer.</p> <p>Robert confirmed that the main focus for the Housing Team is working on arrears and income management, and this is showing in signs of improvement in our arrears figures.</p> <p>We are also continuing to focus on our wider action activities with funding distributed to the Growchapel Project which will provide benefits for all users and the wider local community – including a pizza oven and some sheds.</p> <p><u>Decisions Made:</u> Members passed on their congratulations to everyone who would be taking up new roles</p>		
5. Update on contracts and planned works		
<p>Summary of Discussion: Robert gave an update to the forum regarding the current works being undertaken including window replacement in Kendoon and kitchen replacement in Halgreen and Abbotshall Avenue.</p> <p><u>Decisions Made:</u> Members supported improvement of stock.</p>		
6. Proposed Change to Pineview Scottish Secure Tenancy Agreement		
<p>Summary of Discussion:</p> <p>Robert informed the Forum that the Association is considering a minor change to the wording of the Scottish Secure Tenancy Agreement.</p>		

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<p>Section 1.8 of the tenancy agreement currently states, “We are entitled to change the amount of rent and any service charge, as long as we <u>tell you</u> in writing at least four weeks before the beginning of the rental period when the charge is to start.”</p> <p>Our solicitors have advised that we consider changing the wording in the above paragraph to “We are entitled to change the amount of rent and any service charge, as long as we <u>notify you</u> in writing at least four weeks before the beginning of the rental period when the charge is to start.”</p> <p>This change has been advised as it is considered to be potentially less open to challenge is not considered a major change.</p> <p>Decisions Made: Forum members had no objection to the change being made</p>		
7. Tenant Satisfaction Survey 2022		
<p>Summary of Discussion:</p> <p>Robert presented the results of Pineview’s recent Tenant Satisfaction Survey. The survey was carried out by Research Resource on behalf of Pineview. 341 tenants were interviewed, (42% of the total), a very healthy number of returns.</p> <p>In general, results are very positive – and overall satisfaction with Pineview as a landlord is now 91% - up from 87% in the last survey.</p> <p>Summary of key results</p> <ul style="list-style-type: none"> • Overall satisfaction with Pineview as a landlord – 91% (up from 87%) • Satisfaction with keeping you informed about services and decisions – 97% (as previous) • Satisfaction with opportunities to participate – 99% (up from 95%) • Satisfaction with last repair – 92% (up from 82%) • Satisfaction with quality of home – 86% (down from 90%) • Satisfaction with Pineview’s contribution to the management of the neighbourhood – 95% (up from 93%) • Satisfaction with rent representing value for money – 94% (up from 89%) • Satisfaction with the customer service offered by staff – 99% <p>The Forum noted that these are very strong results.</p> <p>Robert confirmed that satisfaction with the quality of the home was lower in the Kendoon area and this has influenced the overall figure. We are</p>		

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<p>now embarking on a number of improvement and investment programmes, many in the Kendoon area.</p> <p>Robert informed the panel that overall satisfaction in Kendoon Housing Association's last survey three years ago had been 78%. Satisfaction among former Kendoon tenants currently stands at 90%. This represents a very good increase in satisfaction since the transfer.</p> <p>.</p> <p><u>Decisions Made:</u> Panel to be kept informed of action plan to maintain and increase satisfaction going forward</p>		
8. Customer Care Policy & Charter - review		
<p>Summary of Discussion:</p> <p>Robert presented a short update on the Customer Care policy and Charter, which are due for their review.</p> <p>The Forum noted that no major changes are proposed, and Robert confirmed he will update the Forum with any changes when the policy has been approved by the Committee of Management</p> <p><u>Decisions Made:</u></p> <p>Robert to update the Forum</p>	Robert	Ongoing
9. Summer Outing – Ideas and Proposals		
<p>Forum members agreed they would like to propose that the summer outing this year visits Blair Drummond Safari Park</p> <p><u>Decisions Made:</u> Forum proposed that the outing this year is to Blair Drummond Safari Park</p>		

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10. AGM – Minute of Consultation		
<p>Robert explained that the Forum members had been consulted individually on 21st November about the proposed date for the Association’s AGM. The proposal was to hold the AGM in July and Forum members had been in agreement with this proposal.</p> <p>However, because members were consulted individually, there is no record of this, and we have been asked to minute it at this meeting.</p> <p>Forum members were happy for this to be minuted.</p> <p><u>Decisions Made:</u> A note has been taken for the minutes</p>		
11. Applicants from Ukraine - update		
<p>Robert updated the forum members on the situation regarding applications from Ukrainian refugees. Notified the forum of the recent meeting with other Housing Associations in Drumchapel and agreement with DRUMCOG partners.</p> <p>Robert advised that Ukrainian refugees would remain further down the waiting list due to limit on applicable points. Murray informed forum members of idea to provide translation services for Tenancy Agreements for possible incoming Ukrainian tenants, with costs shared among DRUMCOG partners</p> <p><u>Decisions Made:</u> Forum members agreed that lack of guidance from central government had left refugees in vulnerable position. Sympathies were extended for them. Issue of backlog on the waiting list was raised. Members supported provision of translation services.</p>		
12. Value for Money Statement		
<p>Robert presented Pineview’s Value for Money Statement, which is due for its annual review, having been last reviewed by the Forum in January 2022.</p> <p>Robert presented the Statement, and the Forum noted the main points,</p> <ul style="list-style-type: none"> • Services planned around customer feedback • Continual review of operational efficiency and internal processes to ensure efficiencies being achieved • Procure services in an operationally sustainable way to ensure best use if made of resources • Manage our stock assets to ensure maximum benefit • Maximise the value and capacity of our staff team 		

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<p>The Forum noted the statement and did not suggest any amendments</p> <p><u>Decision Made</u> – No amendments suggested</p>		
13. Future Meeting Dates and AOCB		
<p>Summary of Discussion:</p> <p>Future Meeting dates agreed by the Forum</p> <p>16th March 2023 6pm 20th April 2023 6pm 18th May 2023 6pm 15th June 2013 6pm 17th August 2023 6pm 14th September 2023 6pm 12th October 2023 6pm 9th November 2023 6pm 7th December 2023 6pm</p> <p><u>Decisions Made:</u> All agreed by members</p>		
12. Date of Next Meeting - Thursday 16th March 2023		

Minute Approved by: Mary Frew

Seconded by:

Angela Jarvis

Date Approved: 16th March 2023