

Minute of:	Pineview Housing Association Customer & Resident Forum Meeting
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Date of Meeting to which Minute relates:	12 th October 2023
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Prepared By:	Ben Keenan
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Date Prepared:	31/10/2023
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Meeting Minute to be Presented to:	9 th November 2023
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Item Details

1. Sederunt

Chair of Meeting: Robert Reid

Forum Members Present: Mary Frew Janette Murphy Angela Temple Angela Jarvis Josie Simpson Yvonne Harvey	Apologies: Patricia Ferguson Absent: Karen Royal Leave of Absence:	Staff In Attendance: Ben Keenan Robert Reid Guest Speaker/Presenter(s): PC Rhiona Mcrae and PC Ryan Wilson
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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 (14th September 2023)	Minute of Previous meeting	
Corrections required: None Matters arising: None Approval: Proposed by: Mary Frew Seconded by: Janette Murphy		

Item Details	Lead Action By	Date Due By
4. Matters arising from previous meeting		
None		
5. Councillor updates		
None – Councillor Ferguson apologised as she was ill and unable to attend but said she would attend when she was next able to do and hoped that would be in November.		
6. Police updates		
<p>Officers McRae and Wilson provided updates focused on preparations for 5th November. They advised the forum that there was no planned bonfire by Glasgow City Council and officers were preparing for potential issues arising with the building of bonfires locally. They advised Forum members to report any knowledge of bonfires being built or any fly-tipping which could potentially be used for setting up a bonfire.</p> <p>Officers McRae and Wilson also outlined the local rules on the purchase of fireworks – no sale of fireworks allowed until 15/10/23 and only to be sold at designated retailers.</p> <p>The officers asked Forum members to report anyone illegally selling fireworks in the area if they become aware of it.</p> <p>Forum members brought up the ongoing issue of electric scooters/bikes following on from an incident on Summerhill Road last month. The officers disclosed that they had seized an electric bike the previous night but while this was an ongoing issue that they would continue to monitor, electric bikes/scooters typically became less prevalent in the winter months.</p>		

Item Details	Lead Action By	Date Due By
7. Pineview Housing Updates		
<p>Summary of Discussion:</p> <p>Robert informed the forum of the recent success in the latest round of the social housing fuel funding – which provides funding and for Fuel advice and advocacy which will be provided through the Wise Group. The advantage of this is that the Wise Group can spend time with customers sorting out issues such as fuel debt, meter issues and can obtain assistance for those struggling with bills.</p> <p>We will also be making an application to the next round of funding which will provide assistance in the form of fuel vouchers. We will keep the Forum informed of the progress of the application. If successful, we will aim to start with any tenants who missed out in the previous round of vouchers.</p> <p>BK and RR outlined the Waiting List Review which had recently begun to cleanse the waiting list and ensure it is kept up-to-date – outlined as a point of action in the recent allocations audit. This would also reduce the size of the waiting list as it is currently oversubscribed and contains a high number of applicants who have already been housed elsewhere and this hampers the ability of staff to easily conduct the allocations process. We are currently in the process of contacting all applicants, in order that they notify PHA of their intention to keep their application on our system.</p> <p>Building on the waiting list topic, forum members raised the fact that there is very little incentive for tenants to downsize properties. It was agreed by all that this can potentially cause an inefficiency in the use of housing and will increasingly become a concern as housing demand increases – especially for family units.</p> <p>RR raised the 2 yearly visits which will be commencing in the new year and will be conducted across the two patches. Forum members commented that they understood the need for the visits. One point that was raised was that Forum members wanted to make sure that staff were cautious not to be too intrusive when entering tenant’s homes.</p>		
8. Introduction to the work of the Forum		
<p>This section was intended to outline the work of the Forum if any residents attended following the invitation in the Estate Management Action Plan.</p>		
9. Common Allocations Policy Review		
<p>Robert outlined that the Common Allocations Policy Review is currently underway alongside the Waiting List Review. This offers all current tenants and all applicants the chance to be consulted on any proposed</p>		

Item Details	Lead Action By	Date Due By
<p>change to the Common Allocations Policy which is adopted by the DRUMCOG partners.</p> <p>Robert outlined the main features of the policy and confirmed that only minor changes in wording are proposed – to highlight the ability to apply on line via the website and to include the Domestic Abuse (Scotland) Act 2018 in the references to relevant laws.</p> <p>The Panel did not have any additional comments or feedback on the review.</p>		
10. Fire Risk Audits – October 2023		
<p>RR and BK advised of upcoming Fire Risk Audit which will take place the W/C 23rd October 2023. All common closes and areas will be inspected by an independent auditor to ensure that all our closes comply with current legislation and do not contain any health and safety risks.</p> <p>Housing Services staff will be working together to tackle any areas or issues which are highlighted by tenants or during regular inspections. The Forum will be updated of the outcome once the report is completed.</p>		
11. Date of next meetings		
<p>9th November 2023.</p> <p>Dates agreed for subsequent meetings entering 2024 – second Thursday of every month (website to be updated with additional dates for schedule):</p> <p>8th February 2024 14th March 2024 11th April 2024</p>		
12. AOCB		
<p>Robert distributed flyers for a Drumchapel Against Racism Event on 20th October at 7pm in St Marks Church, Kinfauns Drive.</p> <p>RR and BK raised the increasing occurrence of issues around successions/assignments and stressed the importance of household details being updated regularly.</p> <p>Ben is to print out garden competition pictures ahead of next Forum meeting in order for winner to be chosen by Forum members.</p>		

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<p>Robert discussed with the forum the desire from PHA to increase Forum attendance and diversity. It was noted that there have been recent additions to the regular meetings including Karen and Yvonne, however it is the aim of PHA to engage with as many tenants as possible from all different areas. The Housing Services team have been tasked with identifying four new members from each patch. Forum members agreed with this but also highlighted that tenants from the Kendoon areas may find attendance more challenging given the increased travel distance/time involved.</p> <p>It was agreed that a carvery would be provided for forum members at Decembers meeting. Final details will be agreed over the following weeks.</p>		
<p>Minutes agreed at the Forum meeting on 9th November 2023 Proposed by Mary Frew and seconded by Josie Simpson</p>		