

<b>Minute of:</b>	Pineview Housing Association Customer & Resident Forum Meeting
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<b>Date of Meeting to which Minute relates:</b>	22 <sup>nd</sup> September 2022
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<b>Prepared By:</b>	Robert Reid
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<b>Date Prepared:</b>	18 <sup>th</sup> October 2022
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<b>Meeting Minute to be Presented to:</b>	20 <sup>th</sup> October 2022
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<b>Item Details</b>
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<b>1. Sederunt</b>
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Chair of Meeting: Robert Reid		
<b>Forum Members Present:</b>  Mary Frew Janette Murphy Angela Jarvis	<b>Apologies:</b>  Josie Simpson Angela Temple  <b>Absent:</b>  <b>Leave of Absence:</b>	<b>Staff In Attendance:</b>  Robert Reid Ben Keenan Andy Cartwright  <b>Guest Speaker/Presenter(s):</b>  <b>Observing:</b>

<b>Item Details</b>
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<b>2. Declaration of Interest</b>
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None
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<b>Item Details</b>	<b>Lead Action By</b>	<b>Date Due By</b>
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<b>3. Minute of Meeting of 22<sup>nd</sup> September 2022</b>	<b>Minute of Previous meeting</b>	
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Corrections required:  No corrections required  Matters arising:  Robert confirmed he has passed on the positive feedback of the forum to Derek at his leaving lunch Robert confirmed that feedback has been passed to the Equally Safe Network		
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Item Details	Lead Action By	Date Due By
<p>Robert confirmed the reviewed Domestic Abuse Policy is going to Committee for approval this month</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 introduced two new members of staff, Andy Cartwright and Ben Keenan, who joined Pineview in August 2022 as Assistant Housing Officers.</p> <p>Ben and Andy introduced themselves and said a little about their background and experience.</p> <p>Robert informed the forum that the recent arrears audit had been disappointing, and an action plan is being put in place to address some weaknesses identified by the audit.</p> <p>Robert confirmed that the office at Rozelle Avenue is now open five days per week and there is now no need to make an appointment to visit on Wednesdays.</p> <p>The forum members felt that residents generally did not seem to be aware that the office is fully open again and suggested publicising this.</p> <p>Forum members also felt that a notice board in reception with pictures of the staff would be helpful to customers. Robert agreed to put this forward for consideration.</p> <p><u>Decisions Made:</u></p> <p>Robert will ensure that the office being fully open is publicised in the next newsletter</p>		
<b>5. Update on contracts and planned works</b>		
<p>Summary of Discussion:</p> <p>Robert explained that Calum was unable to attend tonight's meeting and this item was carried over to next month.</p>		

Item Details	Lead Action By	Date Due By
<p>Robert explained that a number of contracts are currently out for tender and there is a possibility that costs may increase significantly above what had originally been envisaged. Robert confirmed the Forum will be kept informed of planned works.</p> <p>Forum members asked for an update on the situation with the gardens at Peel Glen Gardens – as they have not heard an update for some time.</p> <p><u>Decisions Made:</u></p>		
<b>6. Policy Reviews – Abandonment and Void Management</b>		
<p>Summary of Discussion:</p> <p>Robert presented the Abandonment policy and discussed the policy with the forum. The forum noted the need to ensure that potential abandonments are fully investigated to avoid taking possession of a property that the tenant is intending to return to.</p> <p>No changes to the policy were suggested by the Forum</p> <p>Robert presented the Void Management Policy and explained that the policy is intended to balance turning void properties around as quickly as possible, whilst presenting the new tenant with a property which meets the Association’s void standard.</p> <p>No changes were proposed to the policy by the Forum.</p>		
<b>7. Tenant Satisfaction Survey 2022</b>		
<p>Summary of Discussion:</p> <p>Robert informed the forum that our three yearly full tenant satisfaction survey is now due and will begin in October 2022.</p> <p>.</p> <p><u>Decisions Made:</u> Panel to be kept informed of progress</p>		

Item Details	Lead Action By	Date Due By
<b>8. Cash for Kids, Fuel Vouchers, Food Vouchers</b>		
<p>Summary of Discussion:</p> <p>Robert confirmed that the Association had made an application to the Scottish Governments Social Housing Fuel poverty fund. However this has been unsuccessful as the fund was massively over-subscribed.</p> <p>We have been informed by the Scottish Federation of Housing Associations, who administer the scheme on behalf of the government, that they are hoping that further funding may become available and they will keep our application on file in the meantime.</p> <p>.</p> <p><u>Decisions Made:</u> Robert to keep forum informed of progress</p>	Robert	Ongoing
<b>9. Equalities Work Update</b>		
<p>Summary of Discussion:</p> <p>Robert informed the forum that the Scottish Housing Regulator is now requiring social landlords to collect diversity information on the following groups</p> <ul style="list-style-type: none"> <li>• New tenants</li> <li>• Existing tenants</li> <li>• Applicants on the waiting list</li> <li>• Staff</li> <li>• Committee members</li> </ul> <p>Pineview has also decided to collect this information on Job Applicants.</p> <p>The information to be collected includes all the protected characteristics – age, gender, sex, ethnicity, religion, sexual orientation, gender reassignment, pregnancy, civil partnership and marriage.</p> <p>Some of this information will be kept confidential and not associated with the tenant’s record and some aspects, such as age, sex and disability will be associated with the records.</p> <p>We are currently devising forms to collect the information and will begin collecting the information progressively.</p>		

Item Details	Lead Action By	Date Due By
<p><u>Decisions Made:</u> N/A</p>		
<b>10. Estate Management Plan</b>		
<p>Summary of Discussion:</p> <p>Robert requested feedback on the Estate management plan which has recently been distributed to residents.</p> <p>The forum members felt that the plan was colourful and likely to catch the eyes of residents and provided some useful information.</p> <p><u>Decisions Made:</u></p>		
<b>11. AOCB</b>		
<p>Forum members asked if there is to be a Christmas meal this year – as if so it will have to be booked soon. Robert agreed to find out what is planned.</p> <p>Angela asked about litter picking – is this something the Association can help with as local young people are interested and have carried out litter picks in the area. Robert suggested that Keep Drumchapel Tidy group may be able to assist and advised that estate caretakers may also be able to pick up some bags if required – as litter picking is something we would want to encourage.</p> <p><u>Decisions Made:</u></p>		
<b>12. Date of Next Meeting - Thursday 22<sup>nd</sup> September at 6pm</b>		
<p>Summary of Discussion: Thursday 20<sup>th</sup> October</p>		

Item Details	Lead Action By	Date Due By
<u>Decisions Made:</u>		

Minute Approved by: Mary Frew

Seconded by: Janette Murphy

Date Approved: 20<sup>th</sup> October 2022