

Minute of:	Pineview Housing Association Customer & Resident Forum Meeting
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Date of Meeting to which Minute relates:	18 th May 2023
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Prepared By:	Calum McLeod
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Date Prepared:	12/06/2023
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Meeting Minute to be Presented to:	15 th June 2023
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Item Details		
1. Sederunt		
Chair of Meeting: Ben Keenan		
Forum Members Present: Mary Frew Angela Jarvis Josie Simpson Angela Temple	Apologies: Absent: Leave of Absence:	Staff In Attendance: Ben Keenan Calum McLeod 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 20th April 2023	Minute of Previous meeting	
Corrections required: No corrections required Matters arising: <u>Approval:</u> Proposed by: Josie Simpson Seconded by: Mary Frew		

Item Details	Lead Action By	Date Due By
4. Pineview Housing Updates		
<p>Summary of Discussion:</p> <p>Calum gave an update on the new staff members.</p> <p>Ben then gave an update on Housing issues: bulk and fly tipping are still a major issue in all our estates.</p>		
5. Update on contracts and planned works		
<p>Summary of Discussion: Calum provided the Forum with an update of works currently on site and upcoming contracts in the course of the year</p> <p>Gutter cleaning and roof anchors onsite at present.</p> <p>CM advised of Kitchen and bathrooms replacement programme for 2024 and said contractor is staying on site till complete.</p> <p>The windows are complete except for one no access – we are working with the tenant to arrange access.</p> <p>Bathroom replacement contract is being procured at present.</p> <p>Cyclical maintenance: all electrical and gas safety work is up to date and the Association is fully compliant.</p>		
6. Clean up day update		
<p>Summary of Discussion: Calum said it had been a tremendous success. Tenants, staff members and the community police had all taken part. It is hoped to have another day in Kendoon area or Summerhill later in the year.</p> <p>The contact at the council Kellie-Ann is to be approached about attending the next forum meeting.</p>		

Item Details	Lead Action By	Date Due By
<p>Decisions Made: None to be made</p>		
7. AGM		
<p>Summary of Discussion:</p> <p>AGM will take place on 20th July. Everyone will be advised of this and time nearer the time.</p> <p>Decision Made:</p>		
8. Tenant Participation - Action Plan		
<p>Summary of Discussion: Ben Spoke through the tenant and customer participation plan. This was well received by the forum.</p> <p>Decisions Made: None to be made.</p> <p>This was well received by the Forum</p>	Robert	Ongoing
9. Fuel and Food payments update		
<p>Members of the Forum stated they had heard from neighbours that some of the tenants had not received their vouchers. Ben stated that we still had some stragglers and everyone who had applied would receive their voucher very soon.</p> <p>Decisions Made: None to be made.</p>		
10. AOCB		
<p>Members of the Forum spoke about the newsletter and said they didn't know it was not just online. They requested a paper copy and said they would prefer that going forward.</p>		

Item Details	Lead Action By	Date Due By
<p>Mary asked if we have money to supply litter pick equipment. Calum said the council supply these items and he will find out the contact details. Following discussion, the forum members agreed this years trip is to be the Heads of Ayr.</p> <p><u>Decisions Made:</u> Forum will be updated.</p>		
11. Date of Next Meeting		
15 th June 2023		