

Minute of:	Pineview Housing Association Customer & Resident Forum Meeting
Date of Meeting to which Minute relates:	14 th September 2023
Prepared By:	Ben Keenan
Date Prepared:	9/10/2023
Meeting Minute to be Presented to:	12 th October 2023

Item Details		
1.	Sederunt	
Chair of Meeting: Robert Reid		
Forum Members Present:	Apologies:	Staff In Attendance:
Mary Frew Janette Murphy Karen Royal Angela Jarvis	Absent: Josie Simpson, Angela Temple Leave of Absence:	Ben Keenan Robert Reid Guest Speaker/Presenter(s): None

Item Details	
2.	Welcome and Introductions
None	

Item Details	Lead Action By	Date Due By
3. Minutes of Previous Meeting (17th August 2023)	Minute of Previous meeting	
<p>Corrections required:</p> <p>Additional information added to section relating to discounts on future resident outings – to make clear 8 carers on one bus and also that discounted rates sometimes apply to older people and/or students.</p> <p>Matters arising:</p> <p><u>Approval:</u></p> <p>Proposed by: Mary Frew Seconded by: Karen Royal</p>		

Item Details	Lead Action By	Date Due By
4. Matters arising from previous meeting		
<p>The Forum commented on the benefit of having councillors and police attend and thought it was extremely beneficial to have them attend on a semi-regular basis in order to provide continued updates and maintain an open dialogue with local residents.</p> <p>Forum members advised that quad bikes remain an ongoing issue. Footage shown of incident on Summerhill Road.</p>		
5. Councillor updates		
<p>Summary of discussion:</p> <p>No councillors in attendance. Advised that prior contact would be made before next forum meeting in order to allow councillors to sort arrangements for attendance.</p>		
6. Pineview Housing Updates		
<p>Summary of Discussion</p> <p>No particular updates. Winter support updates to be provided in due course.</p>		
7. Vulnerable adults and child protection policy - review		
<p>Summary of Discussion:</p> <p>Robert introduced the policy and explained that its main purpose is to make sure that all Pineview Staff and Committee Members are aware of their responsibilities in relation to safeguarding vulnerable adults and children.</p> <p>Robert explained that Pineview staff are not expected to step in and deal with such issues, but have an obligation to report anything they become aware of to the appropriate authority.</p> <p>Forum members asked what Pineview can do in terms of intervention if eg children are harassing another kid. Forum members also enquired about potential tenancy support for vulnerable adults. RR advised PHA has limited capabilities and can only follow advice from authorities e.g. police and lawyers.</p>		

Item Details	Lead Action By	Date Due By
<p>It is not usually possible for the Association to become involved in issues such as bullying at school outside of school.</p> <p>BK highlighted potential for external referrals with agencies such as foodbank or men matters mental health support. Still limited support but offers a connection to a wider network of support.</p> <p>The Forum members had no further questions and were happy for the policy to go to Committee for approval.</p>		
8. Unacceptable Actions Policy - review		
<p>Robert introduced the policy and explained that its main purpose is to outline to customers unacceptable behaviours which may cause their contact with the Association to be limited.</p> <p>Robert explained that the policy is clear that we recognise that customers may occasionally get frustrated or annoyed, particularly if they have received a poor service and that is not what the policy is referring to.</p> <p>The policy would be used in cases where customers are threatening, abusive, unduly persistent or making demands which they know cannot be met by the Association.</p> <p>Policy in place mainly to protect staff and govern acceptable behaviour from tenants or others whilst ensuring that customers receive a good service. RR gave example of an ongoing case which arose out of threats made during a phone call.</p> <p>Forum members were happy for the policy to go the Committee for approval.</p>		
9. Pineview Court - Update		
<p>RR provided short updated on issues with Pineview Court let. Staff continuing to work with local bodies to try and source new resident, however circumstances are proving difficult. Update will be provided when situation changes.</p>		
10. Customer Forum – October meeting/opening evening		
<p>RR and BK advised of plan to host open evening for forum in October. This was to be advertised within the upcoming Estate Management Action Plan. Hope to also have councillors back in attendance.</p>		

Item Details	Lead Action By	Date Due By
11. Social Housing Fuel Support Funding		
<p>RR informed Forum of recently granted Social Housing Fuel Support Funding with referrals to WISE Group – focused on people with debt issues, capped meters or looking for general energy advice.</p> <p>Forum members were supportive of new scheme and discussed positive impact of previous support schemes. Forum members were pleased that assistance had been offered to working tenants and families as they are often missed out. Highlighted need for energy support given current economic situation with bills faced by most people. Also limited knowledge of how appliances work and even basic support could make a difference.</p>		
12. Date of next meetings		
<p>12th October 2023</p>		
AOCB		
<p>RR asked members to have an early think about potential Christmas dinner plans and to advise at next meeting.</p> <p>Forum members asked if there are any plans for a Christmas meal this year.</p> <p>JO asked forum members to pass on word of PHA looking for new tenant members.</p>		
Minutes agreed at meeting on 12th October – Proposed Mary Frew, seconded Janette Murphy		