

<b>Minute of:</b>	Pineview Housing Association Customer & Resident Forum Meeting
<b>Date of Meeting to which Minute relates:</b>	9th November 2023
<b>Prepared By:</b>	Murray Landale
<b>Date Prepared:</b>	10/11/23
<b>Meeting Minute to be Presented to:</b>	7 <sup>th</sup> December 2023

Item Details		
<b>1.</b>	<b>Sederunt</b>	
Chair of Meeting: Robert Reid		
<b>Forum Members Present:</b>  Mary Frew Janette Murphy Angela Temple Josie Simpson Yvonne Harvey Karen Royal	<b>Apologies:</b> Angela Jarvis  <b>Absent:</b>  <b>Leave of Absence:</b>	<b>Staff In Attendance:</b>  Murray Landale Karen Byrne  <b>Guest Speaker/Presenter(s):</b>  Cllr Ferguson

Item Details	
<b>2.</b>	<b>Welcome and Introductions</b>
Everyone introduced themselves and Robert welcomed them to the meeting.	

Item Details	Lead Action By	Date Due By
<b>3. Minutes of Previous Meeting (12<sup>th</sup> October 2023)</b>	<b>Minute of Previous meeting</b>	
Corrections required:  None  Matters arising:  None  <b>Approval:</b> Proposed by: <b>Mary Frew</b> Seconded by: <b>Josie Simpson</b>		

Item Details	Lead Action By	Date Due By
<b>4. Matters arising from previous meeting</b>		
None		
<b>5. Councillor updates</b>		
<p><u>Schools visits</u>- Cllr Ferguson spoke about Cllr Carey and herself visiting the local secondary schools for Q and A sessions. Issues raised have been passed to Director of Education. Felt to be a valuable exercise which they intend to repeat in future.</p> <p><u>Winterfest</u>- Cllr Ferguson gave background to group about how Winterfest was set up and how the decision was reached that it would not take place this year. Discussion followed on the impact of it not taking place. Cllr Ferguson advised that they were now working towards next year's Winterfest using local community groups etc to avoid the issues that took place this year.</p> <p><u>Blocked drains</u>- Cllr Ferguson highlighted areas of concerns. She asked groups to identify any areas where she was unaware of issues.</p> <p><u>9 Pineview Court</u> – RR raised issue with Cllr Ferguson of suitable applicant for vacancy at 9 Pineview Court.</p>		
<b>6. Pineview updates</b>		
<p>House visits- RR gave update on house visits – Forum members discussed the issue of home visits and expressed the concern that, if not handled well, they could be intrusive. discussion followed on visits. RR advised that it was hoped that this would highlights issues of dampness in properties and stressed the importance of this as we want to ensure that we are aware of any issues so that we can resolve them.</p> <p>The visits will also allow us to update household details – and this is very important if a tenant passes away – as there is no right to take over the tenancy if we are not made aware that someone is living there.</p>		

Item Details	Lead Action By	Date Due By
<p><u>Social Media</u>- RR advised of positive view of Pineview in recent social media postings. The Forum agreed that the responses to the posts had largely been positive towards the Association.</p> <p><u>Sinkhole</u>- ML gave background to this and what was being done to remedy.</p> <p><u>Equalities</u>- Robert updated the Forum members on the equalities data which has been collected to date.</p> <p><u>Fuel poverty Fund</u> - Robert advised the Forum that Pineview has been successful in obtaining £21k of additional funding for fuel vouchers. The original intention was to distribute some of the vouchers before Christmas – and the majority of them in January when it was felt tenants may be struggling the most. Robert also confirmed that the plan was to make the vouchers available to any tenants who felt they needed them and not to place any restrictions on who could apply. Forum members were supportive of this approach.</p> <p><u>Fire Risk assessment</u>- RR advised that fire risk assessments have taken place in all our closes and common areas, and we are awaiting results</p>		
<b>7. Scottish Housing Regulator</b>		
<p>Regulatory Framework- KB gave background to the Scottish Housing Regulator consultation framework document and out lined proposals relating to</p> <p>The Forum was consulted by the Housing Services Manager on SHR – in depth – submission by 5<sup>th</sup> Dec - proposed changes to the way social housing is regulated in Scotland. The proposed changes were explained and discussed. The Forum noted and agreed with the proposal to require landlords to give explicit assurance on certain issues in the Annual Assurance Statement and discussed the review of the ARC, notifiable events, transfers of undertakings, and the other proposals in the document.</p> <p>The Forum did not have any additional comments to make and were happy for their feedback to be attributed to the Pineview Customer Forum.</p>		
<b>8. Garden competition</b>		
<p>This is to be carried forward due to the lateness in the season.</p>		

Item Details	Lead Action By	Date Due By
<b>9. Common Allocations Policy Review</b>		
RR gave update on review. No significant changes in policy. This is going to committee for approval in November 2023 and is likely to go live at the beginning of December. Waiting List review – in progress first contact made and will be finalised by end of November.		
<b>10. AOCB</b>		
MF raised issue of postal service in Waverley and asked if any other residents had reported an issue to the Association.		
Minutes approved at meeting of 7 <sup>th</sup> December – proposed Mary Frew, seconded Karen Royal.		
<b>11. Date of next meetings- 7<sup>th</sup> December 2023</b>		