

Minute of:	13/06/2024	Pineview Housing Association Customer & Resident Forum Meeting
Prepared By:	Ben Keenan and Robert Reid	
Date Prepared:	6 th August 2024	
Minute to be Presented to Meeting:	8 th August 2024	

Item Details		
1.	Sederunt	
Chair of Meeting: Robert Reid		
Forum Members Present: Angela Temple (AT) Mary Frew (MF) Josie Simpson (JS) Margaret Dick (MD) Janette Murphy (JM)	Apologies: Karen Royal (KR) Angela Jarvis (AJ) Absent: Leave of Absence:	Staff In Attendance: Robert Reid (RR), SHO Ben Keenan (BK), HO Karen Byrne (KB), HSM Isobel Ferguson (IF), SFC SO (part) Guest Speaker/Presenter(s):

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 (8th May 2024)	Minute of Previous meeting	
Corrections required: None Matters arising: None Approval: Proposed by: Mary Frew Seconded by: Janette Murphy		
4. Fire Drill Reminder		
IF attended meeting start and discussed with the Forum the matter of a nominated fire officer for future forum meetings. Members agreed that this role should fall to whoever is most senior staff member in the office as it does during the working day. IF reminded the Forum members of the emergency exit and the meeting point in the event of a fire or an evacuation.		

Item Details	Lead Action By	Date Due By
5. Charitable Donations		
<p>IF advised forum that EVH have sent out donation request for CHAS – Children’s Hospitals Scotland. Discussed Pineview donations to other charitable organisations. The Forum outlined their preference for donations to remain with a local focus e.g. 3D Drumchapel and We Step Together</p>		
6. Summer Outing		
<p>Arrangements confirmed for trip on 2/8/24. RR advised that outing was £4000 of wider actions budget, which would allow for around 150 people to attend the day. All agreed that this is a good use of the funds and tenants enjoy the day last year and were looking forward to this year’s outing.</p>		
7. Matters Arising from previous minutes		
<p>MF and AT advised that they had been aware by cleansing workers that boxes which have been used for food – for example pizza boxes – are now considered contaminated waste and can’t go in blue bin.</p>		
8. Pineview Updates		
<p>BK and RR advised the Forum of progress towards our key objectives and noted that current tenant non-technical arrears (that is arrears minus expected Housing Benefit) are now below 5% for the first time in a few years.</p> <p>Also highlighted recent changes to staff structure that will be getting implemented over the coming weeks and months. These changes were discussed at the committee meeting last month which some Forum members attended.</p>		
9. Feedback on Committee Meeting		
<p>The Forum members who attended the Committee of Management meeting in May 2024 fed back that they had enjoyed the meeting and felt it was very informative. They felt welcome and included in the proceedings and appreciated that the Committee members took the time to explain things to them and include them in the discussion.</p>		
10. Policy Reviews		
<p><u>Fire Safety Policy</u> – Karen introduced the new Fire Safety Policy and explained its main purpose is to set out a framework that will enable PHA to understand, mitigate and manage the risks from fires for our homes, common areas and workplace.</p> <p>The policy sets out the actions which the Association will take to manage fire risk and sets out clear responsibilities for Management Committee, Director, Housing Services Manager, Senior Housing Officer, Employees and Tenants.</p>		

Item Details	Lead Action By	Date Due By
<p>The policy was approved by CoM at their meeting in April.</p> <p><u>Rent Account Management Policy</u></p> <p>This policy is due to be reviewed in August 2024.</p> <p>Robert outlined the main purpose of the policy, which is to maximise rental income for the Association and minimise the level of arrears in a sensitive but effective manner.</p> <p>Robert outlined the main provisions of the policy and noted that no material changes were proposed other than to include a section making it clear that debts will be chased in the following order</p> <ul style="list-style-type: none"> • Current tenant • Former tenant • Recharge repair • Recharge legal <p>The Forum members were happy for the policy to go to Committee for approval</p> <p><u>Factoring Policy</u> – Robert introduced the policy and outlined the main provisions.</p> <p><u>Shared Ownership Policy</u> – Robert introduced the policy and explained the main provisions. Karen informed the Forum that the policy has now been expanded to include more information and guidance on shared ownership rights and responsibilities and now provides more clarity.</p> <p>The Forum members were happy for both policies to go to Committee for approval.</p>		
10. Date of Next Meeting		
8 th August 2024		
11. AOCB		
MF advised that council would now be stopping the previous service of picking up medical pads from green bins for specific properties.		