

<b>Minute of:</b>	Pineview Housing Association Customer & Resident Forum Meeting
<b>Date of Meeting to which Minute relates:</b>	10 <sup>th</sup> October 2024
<b>Prepared By:</b>	Robert Reid
<b>Date Prepared:</b>	17 <sup>th</sup> October 2024
<b>Meeting Minute to be Presented to:</b>	14 <sup>th</sup> November 2024

Item Details		
<b>1.</b>	<b>Sederunt</b>	
Chair of Meeting: Robert Reid		
<b>Forum Members Present:</b>	<b>Apologies:</b>	<b>Staff In Attendance:</b>
Mary Frew Josie Simpson Angela Temple Maureen Brennan Ricardo Leite Susana Teixeira	Janette Murphy Angela Jarvis Karen Royal  Leave of Absence:	Isobel Ferguson Robert Reid

Item Details	
<b>2.</b>	<b>Welcome and Introductions</b>
Robert welcomed everyone to the meeting, especially those attending for the first time and all residents and staff members introduced themselves	

Item Details	Lead Action By	Date Due By
<b>3. Minute of Previous Meeting (10<sup>th</sup> October 2024)</b>	<b>Minute of Previous meeting</b>	
Robert apologised to the Forum members and explained that the minutes of the previous meeting were not available as they had been completed by an absent staff member and Robert had not been able to find them.  The Forum agreed that these minutes could be agreed at the following meeting.  Robert thanked the Forum for their understanding		

Item Details	Lead Action By	Date Due By
Matters arising: This was also carried over to the next meeting.		
<b>4. Donations Update</b>		
<p>Isobel outlined the donations which have been made during the year so far and the Forum discussed new applications which have been received.</p> <p>The Forum members approved the following donations</p> <ul style="list-style-type: none"> <li>• £250 to Men Matter Scotland</li> <li>• £50 to Antonine Court</li> <li>• £250 to Bare Necessities Clothes, Toys for children</li> <li>• £500 to Winter Wonderland festival</li> </ul> <p>Total expenditure to date is now £1,350</p> <p>Isobel advised that Pineview staff are taking part in a fundraising event for Breast Cancer Awareness (Wear it Pink) and advised that the Forum could, if it wished, add to the total raised by staff at their next meeting.</p> <p>Isobel advised that Pineview would be organising its annual donation to the Drumchapel Foodbank at the beginning of December and staff and contractors would be donating to the foodbank.</p>		
<b>5. Accessibility Update</b>		
<p>Isobel advised the Forum that the Pineview website has now been re-designed and updated and demonstrated the new website to Forum members.</p> <p>Isobel advised that the website has been reviewed by our Equality consultant who has made some recommendations.</p> <p>The Forum discussed the recommendations and agreed they would prefer to leave the website as it now is.</p> <p>The Forum view is that the website is easy to navigate.</p>		
<b>6. Christmas Vouchers</b>		
<p>Summary of Discussion</p> <p>The Forum was consulted on whether Pineview should distribute vouchers to tenants and joint tenants over the age of 60 again this year.</p> <p>Isobel explained that vouchers were distributed to 298 residents last year, at a total cost of £2,960 (two vouchers were returned)</p> <p>Forum members agreed that vouchers should be distributed again this year and Isobel confirmed that vouchers would be purchased and would be ready for distribution at the beginning of December.</p>		

Item Details	Lead Action By	Date Due By
<b>7. ASB – midyear update</b>		
<p>Summary of Discussion:</p> <p>Robert outlined the anti-social behaviour that Pineview has dealt with over the first six months of the year.</p> <p>Robert explained that cases are categorised according to the seriousness of the case</p> <p><u>Category A</u> – Extreme, very serious cases, including criminal activity, drug dealing, violence or threats of violence and harassment including racial or sectarian</p> <p><u>Category B</u> – Serious cases, including persistent or excessive noise, vandalism, damage to property, aggressive or abusive behaviour</p> <p><u>Category C</u> – Nuisance, including environmental issues, low level neighbour disputes and other breaches of tenancy.</p> <p>Pineview has dealt with 73 reports of anti-social behaviour in the first six months of the year, all of which were responded to within timescale.</p> <p>One case was a category A case, four were category B and the rest were category C cases.</p>		
<b>8. Contractor Management Policy</b>		
<p>Forum members confirmed that they had reviewed this policy at their September meeting.</p>		
<b>9. Councillor Update</b>		
<p>Robert confirmed that Patricia Ferguson, who had attended Forum meetings regularly, had now become an MP at the recent General Election.</p> <p>Forum members agreed it would be a good idea to contact the other councillors again to see if any of them would like to come along to Forum meetings</p> <p><u>Decisions Made:</u> Robert to contact remaining local councillors</p>		
<b>10. Strategic Objectives</b>		
<p>Robert informed the Forum that the Committee of Management are currently considering Pineview’s strategic objectives for the next few years.</p> <p>Robert outlined the feedback that the team has put forward for consideration.</p>		

Item Details	Lead Action By	Date Due By
Forum members noted they would like to see attention paid to the bulk uplift service, new windows and doors, bathrooms and new radiators.		
<b>11. AOCB</b>		
Robert noted the point made by Maureen earlier in the meeting – that tenants should be informed when their Housing Officer changes. Robert agreed and noted that some organisations, such as Maryhill Housing, have a good way of doing this.		
<b>12. Date of the next meeting</b>		
Thursday 14 <sup>th</sup> November 2024		