

Minute of:	Pineview Housing Association Customer & Resident Forum Meeting
Date of Meeting to which Minute relates:	14 TH November 2024
Prepared By:	Robert Reid
Date Prepared:	5 th December 2024
Meeting Minute to be Presented to:	12 th December 2024

Item Details		
1.	Sederunt	
Chair of Meeting: Robert Reid		
Forum Members Present:	Apologies:	Staff In Attendance:
Mary Frew Josie Simpson Angela Temple Janette Murphy	Angela Jarvis Karen Royal Leave of Absence:	Sinead Sharkey Robert Reid

Item Details	
2.	Welcome and Introductions
Robert welcomed everyone to the meeting and all residents and staff members introduced themselves	

Item Details	Lead Action By	Date Due By
3. Minute of Previous Meeting (10th October 2024)	Minute of Previous meeting	
Minutes of the two previous minutes were agreed at the meeting. Minutes of the meeting held on 12 th September were approved by the Forum – proposed by Mary Frew and seconded by Josie Simpson. The minutes of the meeting held on 10 th October were also approved – being proposed by Mary Frew and seconded by Josie Simpson.		

Item Details	Lead Action By	Date Due By
4. Matters arising from Previous Minutes		
<p>Ben is to provide a photograph from the summer outing to Janette.</p> <p>Josie reported that her drive has still not been sorted</p> <p>Mary reported that there is a large amount of bulk rubbish that has not been removed from outside no 18 Peel Glen Gardens</p> <p>Janette asked for her windows to be checked as they are rattling.</p> <p>It was agreed that Robert would contact the local councillors after the upcoming by election in November.</p> <p>Mary noted that the donation to Winter Wonderland was a great help and was much appreciated.</p>		
5. Pineview Housing Update		
<p>Robert outlined the main priorities for the organisation, and we are continuing to focus on damp and mould issues, rent arrears, and estate management.</p>		
6. Trainee Housing Officer update		
<p>Sinead Sharkey introduced herself to the Forum. Sinead explained that she joined Pineview Housing as a Housing Assistant, gaining promotion firstly to the post of interim Assistant Housing Officer and more recently to the post of Trainee Housing Officer.</p> <p>Sinead explained that her post is one of two posts which are designed to provide opportunities for existing members of the team to step up into the Housing Officer role.</p> <p>The traineeship will last for a period of two years and includes a two-year diploma course at St Andrews University.</p> <p>Pineview Housing now has three Housing Officer posts – one full post which is occupied by Ben and two trainee posts which are occupied by Sinead and Caitlin</p> <p>Sinead explained she is covering the area which includes Jedworth Avenue, Rozelle Avenue, Tallant Road and Abbotshall Avenue and explained a little about her role, which includes rent arrears, anti-social behaviour and house visits and inspections.</p> <p>.</p>		
7. Damp and Mould policy		

Item Details	Lead Action By	Date Due By
<p>Robert introduced the Damp and Mould policy and explained that this was a new policy which has been put in place to outline how the Association will deal with damp and mould issues.</p> <p>Robert outlined the main purposes of the policy, and the Forum members were fully supportive of them – with special reference to the following</p> <ul style="list-style-type: none"> • Recognise that having mould issues in a home can be distressing for our tenants and ensure we are supportive in our approach to remediation and/or eradication • Undertake effective investigations and implement all reasonable repair solutions and improvements to eradicate damp and mould including managing and controlling condensation • Ensure that responsive repairs to alleviate damp are carried out as quickly and effectively as possible to protect the health and well being of our tenants and minimise damage to the fabric, fixtures and fittings of the property <p>Robert outlined how the policy will operate and explained that the policy sets out exactly what responsibility members of staff have in relation to damp and mould.</p> <p>Forum members noted that tenants have a responsibility to heat their homes adequately, but noted this can be difficult if the radiators do not easily facilitate this due to their position or condition.</p>		
8. Internal Audit Outcomes		
<p>Robert explained the process of internal audits which are in place to provide the Committee of Management with assurance that the organisation is following its policies and taking appropriate actions to minimise risk.</p> <p>Robert explained the various levels of assurance that an audit can result in</p> <ul style="list-style-type: none"> • Strong • Substantial • Weak • No assurance <p>In recent audits, we obtained a Strong Assurance level for our management of anti-social behaviour and Substantial Assurance for our Repairs and Maintenance service – both very good results.</p>		
9. Equality Information Update		
<p>Robert updated the Forum on the progress we have made in collecting equality information from our new tenants, existing tenants and applicants,</p>		

Item Details	Lead Action By	Date Due By
<p>Robert showed the Forum members anonymised breakdowns of the information gathered to September 2024 and noted that the waiting list appears to be more diverse than the existing tenant base.</p> <p>However, this will take some time before the tenant base changes significantly as we carry out a relatively low number of allocations each year.</p>		
10. Neighbourhood Infrastructure Improvement Fund		
<p>Robert informed the Forum that Pineview has played a full part in consultations for the allocation of the funding. It is currently envisioned that the fund will be split according to Local Community Council areas.</p> <p>A public consultation will be carried out and then proposals will be put to a public vote.</p>		
11. Forum Christmas meeting		
<p>The Forum members discussed options and agreed that the Forum would like a takeaway at the meeting – with some members opting for a Chinese meal and others for fish and chips.</p>		
12. Date of the next meeting		
Thursday 12 th December 2024		