

Minute of:	Pineview Housing Association Customer & Resident Forum Meeting
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Date of Meeting to which Minute relates:	12 TH December 2024
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Prepared By:	Robert Reid/Ben Keenan
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Date Prepared:	13 th February 2025
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Meeting Minute to be Presented to:	13 th February 2025
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Item Details

1. Sederunt

Chair of Meeting: Robert Reid/Ben Keenan

Forum Members Present: Mary Frew Josie Simpson Janette Murphy Maureen Brennan	Apologies: Angela Jarvis Karen Royal Leave of Absence:	Staff In Attendance: Ben Keenan Robert Reid
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Item Details

2. Welcome and Introductions

Ben welcomed everyone to the meeting

Item Details	Lead Action By	Date Due By
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3. Minute of Previous Meeting (14th November 2024)	Minute of Previous meeting	
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Minutes of the previous minutes were agreed at the meeting. The minutes were proposed by Janette and seconded by Mary Frew		
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Item Details	Lead Action By	Date Due By
4. Matters arising from Previous Minutes		
<p>A Forum member advised that her driveway is still an issue – GW is aware and liaising with contractors to identify best resolution</p>		
5. Pineview Housing Update		
<p>BK and RR advised that PHA goals remain to focus on performance around arrears, void days, repairs satisfaction. Team working together to address repairs satisfaction numbers on an ongoing basis but performance indicators are at a very high standard.</p> <p>Staff Christmas Lunch next week – also staff away day before Christmas.</p>		
6. Rent Increase Proposed Consultation		
<p>BK and RR discussed proposed rent increase for 2025/26 – 4.5% to be consulted with tenants in period after Christmas. Proposal agreed by Committee to account for economic climate and to safeguard for long term future of Association.</p> <p>Forum Members were shown a breakdown of what the proposed increase will mean for all current rents by property size.</p> <p>Forum agreed that everyone is facing tough economic situation right now but they understand the association also has costs to consider. Forum agreed that it would be nice if things just weren't going up for once but also advised they appreciate the level of detail and inclusion PHA has shown by providing such a detailed breakdown for the rent increase proposals and the effect it will have on what people pay.</p> <p>.</p>		
7. Neighbourhood Infrastructure and Improvement Fund		
<p>The Forum members were updated on the Neighbourhood Infrastructure Improvement Fund</p>		

Item Details	Lead Action By	Date Due By
<p>The Fund has provided £1m to be spent in each of the wards which make up the Glasgow City Council area. The Association, represented by the Housing Services Manager, has been part of a stakeholder consultation group formed to agree how the money will be allocated.</p> <p>It has been agreed that the funding for the Drumchapel/Anniesland ward will be distributed across the community council areas.</p> <p>The first phase of the funding allocation involved generating ideas from the public through in person and other consultation methods. Pineview publicised the scheme via our social media, the Customer Forum and our Winter Newsletter. The consultation closed on Friday 10th January and the council received 206 completed surveys.</p> <p>Following collation of the consultation data, a public vote will be held on the proposals and the process will be completed by the end of March 2025</p>		
8. Christmas Voucher Update		
<p>BK and RR advised that Christmas vouchers have now been hand delivered to all eligible tenants. Forum members very grateful for the continued effort by Pineview to provide support for tenants where possible.</p> <p>BK and RR also advised that the energy vouchers provided over last 2 years are no longer available, but PHA is continuing to search for other funding sources where possible.</p>		
9. Christmas Food and Drink		
<p>The Forum and staff enjoyed a festive meal to celebrate another successful year for Pineview and its tenants 😊</p>		
11. Date of Next Meeting		
<p>13th February 2025 – no meeting in January</p>		
12. AOCB		
<p>Forum members and attending staff wished everyone a merry Christmas and a good new year when it comes.</p>		