

Minute of:	Customer Forum
Date of Meeting to which Minute relates:	14 th February 2025
Prepared By:	Caitlin Gillespie
Date Prepared:	10 th March 2025
Meeting Minute to be Presented to:	19 th March 2025

Item Details		
1.	Sederunt	
Chair of Meeting: Robert Reid		
Forum Members Present: Mary Frew Josie Simpson Janette Murphy Maureen Brennan Angie Temple	Apologies: Angela Jarvis Karen Royal Absent: Leave of Absence:	Staff In Attendance: Robert Reid Caitlin Gillespie Guest Speaker/Presenter(s): Joyce Orr Observing:

Item Details	
2.	Declaration of Interest
Robert welcomed everyone to the meeting	

Item Details	Lead Action By	Date Due By
3. Minute of Meeting of 13th February	Minute of Previous meeting	
Minutes of the previous meeting were agreed at the meeting. The minutes were proposed by Mary and seconded by Maureen		
<u>Approval:</u>		

Item Details	Lead Action By	Date Due By
4. Matters Arising from Previous Minutes		
<p>Nothing was noted</p> <p><u>Decisions Made:</u></p>		
5. Introductions		
<p>Forum members were introduced to Caitlin, Trainee Housing Officer and Caitlin introduced herself and explained a bit about her role.</p> <p><u>Decisions Made:</u></p>		
6. Director Update		
<p>Joyce Orr, Director, was present to give the customer forum a read through the strategic objectives and goals. Advised that committee would like customer forum input in this.</p> <p>Forum members were given a breakdown of the goals and what objectives would help us to reach these. Customer forum agreed with the goals.</p> <p>Forum members asked about the ECT van and why we did not choose to rent a van when the van was out of use. RR explained we were unsure how long the van was going to be out of use and this is a lesson learned for next time.</p> <p>JO was asked why we don't get a new van on lease and JO explained Pineview have considered this before however it is not always the most financial option and we are spending tenants money on this. Joyce was</p>		

Item Details	Lead Action By	Date Due By
<p>asked if we would get a second van. Joyce advised that it was reviewed during Kendoon transfer and one van and 3 ECT should be enough for the tasks. JO advised that without the van, close cleaning should still be done – the van is used mainly to cover bulk uplifts.</p> <p><u>Decisions Made:</u></p>		
7. Charitable Donations		
<p>Robert highlighted the charitable donations that we have made so far. Advised the forum that we have £750 left to spend and asked them if they have any other charities they would like to consider.</p> <p>The food pantry was suggested and any charity that has been affected by the recent storm.</p> <p>Summary of Discussion:</p> <p><u>Decisions Made:</u></p> <p>Customer forum agreed to consider the G15 Food Pantry and agreed that members would bring information on this to the next meeting. Robert reminded that the money for the current year’s budget has to be spent by 31st March 2025.</p>		
8. Pineview Update		
<p>Robert gave a quick update on the main Key Performance Indicators (KPIs) for the organisation and advised that rent arrears are continuing to reduce month on month and quarter on quarter and overall performance is going well.</p> <p><u>Decisions Made:</u></p>		

Item Details	Lead Action By	Date Due By
9.Value for Money Statement		
<p>Robert read through the value for money statement – highlighting the main provisions of the statement including,</p> <ul style="list-style-type: none"> • Services planned around customer feedback • Continual review of operational efficiency and internal processes • Procuring services in an economically sustainable way • Managing our stock assets to ensure maximum benefit • Maximise the value and capacity of our staff team. <p><u>Decisions Made:</u></p> <p>All members present approved the statement for continued use and no amendments were proposed.</p>		
10. Rent Increase Update		
<p>Robert advised that most of the rent increase letters have now been personally delivered with just a few remaining to be delivered on 14th Feb 2025 (tomorrow).</p> <p>Robert advised the phone consultation survey on the proposed rent increase reached 199 tenants and got a 75% satisfaction rate of tenants happy with the increase.</p> <p><u>Decisions Made:</u></p>		
11. Christmas Voucher Update		
<p>Robert advised that we got very good feedback from residents receiving the Christmas Vouchers once again and thanked Forum for approving this.</p>		

Item Details	Lead Action By	Date Due By
<p><u>Decisions Made:</u></p>		
12. Dolly Parton Imagination Library		
<p>Robert explained the Dolly Parton Library and asked if forum would like us to look into this? Explaining that the cost would come from the wider action funding/charitable donations.</p> <p><u>Decisions Made:</u></p> <p>Customer forum agreed that this sounds like a great charity and suggested that perhaps charitable donations could go towards this</p>		
13. AOCB		
<p>A Forum member advised that there was a campervan at Ladyloan Ave and believes it is a tenant brother living in it. RR advised we will look into this.</p> <p>Also noted the bulk refuse is being left by people from neighbouring areas in the Drummore Road and Ladyloan Avenue area – people believed to be coming from Bearsden/Milngavie area.</p> <p>Mary advised that D70 and G15 thanked Pineview for their donations</p> <p>Forum member's driveway – Gerry is waiting on Murray coming back regarding this.</p>		

Item Details	Lead Action By	Date Due By
14. Dates Of Next Meetings		
<p>We have agreed to carry out the Customer Forum meetings on Tuesdays going forward. Proposed dates are,</p> <p>11th March 2025 8th April 2025 13th May 2025 10th June 2025 8th July 2025</p>		
<p><u>Decisions Made:</u></p>		
<p><u>Decisions Made:</u></p>		

Minute Approved by: Maureen Brennan

Seconded by: Josie Simpson

Date Approved: 19th March 2025