

Minute of:	Customer Forum
-------------------	----------------

Date of Meeting to which Minute relates:	19 th March 2025
---	-----------------------------

Prepared By:	Caitlin Gillespie
---------------------	-------------------

Date Prepared:	2 nd April 2025
-----------------------	----------------------------

Meeting Minute to be Presented to:	9 th April 2025
---	----------------------------

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

Item Details	
2.	Declaration of Interest
Robert welcomes 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 Maureen Brennan and seconded by Josie Simpson		

Item Details	Lead Action By	Date Due By
<p><u>Approval:</u></p>		
4.Matters Arising from Previous Minutes		
<p>Nothing was noted</p> <p><u>Decisions Made:</u></p>		
5. Charitable Donations		
<p>IF spoke to Forum members about Pineview’s charitable donations budget - £2500 annually. Advised of amount left to spend before end of financial year (£750). Forum agreed that money should be focused on local groups and agencies – G15, MenMatters, 3D, Antonine Court, Foodbank.</p> <p>Forum members noted this budget is different to wider actions funding but is very much welcomed by recipients. Mandy referred to large foodbank donation from Pineview at Christmas.</p> <p>IF and MK also asked Forum to consider options for away day this year and to decide on destination. Forum members enquired about possibility of further trip focused only for adults and older tenants. Discussed previous years where bingo events were hosted. IF again asked Forum to come up with potential ideas and PHA can consider options. Whatever is planned must be within allocated budget.</p> <p>IF and MK advised forum of plan for Pineview to host open coffee/tea mornings focused on engagement with elderly and socially isolated tenants. Pineview office will be used to host. Forum members supported the idea and Isobel advised these would be starting in the next financial year.</p> <p><u>Decisions Made:</u></p>		

Item Details	Lead Action By	Date Due By
6. Pineview Housing Update		
<p>Forum members enquired about any update on the Pineview van and bulk uplift. Robert advised that the van is back on the road but will need to go back to the garage soon for further repairs. There are ongoing accessibility issues at Dalsholm which are affecting ability to remove bulk but this is being monitored on an ongoing basis.</p> <p>BK advised forum members of plan to do another community litter pick in Waverley area after last one in Jedworth. Forum members were supportive of this. BK advised time would be arranged and communicated to forum and wider tenant community.</p> <p>RR and BK advised of year-end work and that 24/25 stats will be produced and made available for tenants. Performance is good in many areas, and we are keen to highlight this.</p> <p><u>Decisions Made:</u></p>		
7. Invite to May Committee of Management Meeting		
<p>RR advised forum members that they are once again invited to the Committee meeting at the Golden Jubilee. RR advised that CoM were very thankful and grateful for Forum's attendance last year and enjoyed the insight they provide from a tenant's perspective. Forum members advised they enjoyed the meeting last year and would confirm attendance at next meeting.</p> <p><u>Decisions Made:</u></p>		
8. Community Update		
<p>BK advised forum of updates from recent breakfast and blether meeting. Forum members are aware of pantry opening. 2nd of April in community centre. £1 annual membership and £3.50 for 10 items.</p> <p>Drumcog members to decide on potential voucher system for pantry but still to agree on what form this will take.</p> <p>BK advised of proposed Christmas Markets to take place in Drumchapel this year. Yet to be confirmed but proposal for food, lights</p>		

Item Details	Lead Action By	Date Due By
<p>and music and to be separate from event in West End. Forum asked to be kept updated as this sounded very positive.</p> <p>BK advised forum members of community events in April and to check Facebook as details had been shared there. Scotstoun sports centre celebrating 20 years in April. Donald Dewar centre also running holiday activities for kids and families available for booking.</p> <p>BK advised forum of job fairs being held across Glasgow as part of plans to expand cleansing service and dedicate more resources to each area as part of council tax rises from April.</p> <p><u>Decisions Made:</u></p>		
9.Estate Management Update		
<p>Robert explained proposed estate management action plan to forum members. This includes close work with ECT as well as ensuring all inspections are done – 3 per month per patch.</p> <p>Robert provided an overview of complaints and topics they covered across the year. Discussed estate management service and the issues faced by the association this year.</p> <p>60% of complaints have revolved around estates issues. Advised forum of ongoing work to address and improve estates services and future plans to agree cleaning standard and utilise survey feedback for close cleaning.</p> <p>Forum members appreciated the openness and insight. Forum members advised they empathise with concerns of Waverley tenants re bulk and estates although they did concur that new estate management contractor Linear Landscaping has made a noticeable difference in tackling and improving the estates.</p> <p><u>Decisions Made:</u></p>		

Item Details	Lead Action By	Date Due By
10. AOB		
<p>Forum enquired about fencing repairs following storm. BK and RR advised that repairs were being put through currently, but larger fence repairs may be delayed due to issues accessing necessary materials for contractors. Forum advised they understood this and had seen larger fences being done at Drummore Road which they were grateful for as it was a hazard. BK confirmed that any potential health and safety hazards were being prioritised.</p> <p>A forum member enquired if Pineview would consider replacing wood fences with metal grating to prevent future storm damage. We advised this was not something currently under consideration but appreciated the thought.</p> <p><u>Decisions Made:</u></p>		
11. Dates of Next Meetings		
<p>Forum members again confirmed future dates for meetings. Dates had been moved to a Tuesday, but some members advised this may not be the best day and agreement was made for second Wednesday every month moving forward.</p> <p>9/4/25</p> <p>14/5/25</p> <p>11/6/25</p> <p>July - AGM</p> <p><u>Decisions Made:</u></p>		

Item Details	Lead Action By	Date Due By

Minute Approved by: Josie Simpson Seconded by: Angela Temple

Date Approved: 9th April 2025