

<b>Minute of:</b>	Customer Forum
<b>Date of Meeting to which Minute relates:</b>	09 <sup>th</sup> April 2025
<b>Prepared By:</b>	Caitlin Gillespie
<b>Date Prepared:</b>	11 <sup>th</sup> April 2025
<b>Meeting Minute to be Presented to:</b>	14 <sup>th</sup> May 2025

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

Item Details	
<b>2.</b>	<b>Summer Outings</b>
<p>Isobel spoke to the customer forum about the summer outing coming up this year. Isobel confirmed with Forum members that they would still like to go to the Heads of Ayr again and the forum confirmed this due to the success in previous years.</p> <p>Forum members had previously requested that consideration be given to holding an adult-only outing and put forward suggestions of locations e.g. Loch Lomond Shores, Largs etc. The forum members agreed that Largs sounded like a good location for this outing and we agreed to explore options for this and for food options on the day and confirm to the Forum at their May meeting</p>	

Item Details	Lead Action By	Date Due By
<b>3. Minute of Meeting of 19<sup>th</sup> March</b>	<b>Minute of Previous meeting</b>	
Minutes of the previous meeting were agreed at the meeting. The minutes were proposed by Josie and seconded by Angie.		
<b>Approval:</b> Josie and Angie		

Item Details	Lead Action By	Date Due By
<b>4.Matters Arising from Previous Minutes</b>		
<p>Nothing was noted</p> <p><u>Decisions Made:</u></p>		
<b>5. Pineview Housing Update/Charitable Donations</b>		
<p>The Forum had previously discussed making a donation to the new Food Pantry in Drumchapel and members confirmed that they would like to make a donation of £250. The forum agreed that they would like to donate £250 now with a view to considering a further donation later in the year.</p> <p>Forum members also suggested donating to St Andrews and St Marks churches and the Baptist Church towards costs for their social events. IF agreed to check if the Baptist Church is a charity as the Forum would like to make a donation to all three churches</p> <p>IF advised that Druncog members are considering holding a monthly housing surgery at the Pantry and we hope to update further at the next meeting with any details or decisions.</p> <p><u>Decisions Made:</u></p> <p>£250 donation to be made to the Pantry.  £150 donation to three churches, subject to all being registered charities</p>		

Item Details	Lead Action By	Date Due By
<b>6. Invite to May Committee of Management Meeting</b>		
<p>RR reminded forum members that they are invited to the in-person committee meeting in May. All present members advised they enjoyed last year's meeting and confirmed they would all attend.</p> <p>Forum members will confirm any dietary requirements and transport arrangements required via phone call with CG before 14/04/2025.</p> <p><u>Decisions Made:</u></p>		
<b>7. Estate Management Update</b>		
<p>RR advised forum that 60% of complaints last year were related to estate management and that Pineview have a huge focus this year on working smarter with the staff resources that we have. One example given was that the ECT will no longer work in groups of 3 doing the same task. The plan will be to split up the 3 Estate Caretakers so that when doing tasks such as close cleaning, each individual caretaker will be at a different location.</p> <p>RR also advised the forum members that we plan to introduce a grading system for the block inspections whereby they can be rated from unsatisfactory to very good – with the hope of using this as a tool to measure improvement. This will be tied in with the use of CX Feedback which Pineview are hoping to use to get instant feedback from close cleaning and estate management, to give us a quick way of receiving tenant opinions on the service.</p> <p>A forum member raised an ongoing estates issue within her close - dog mess in the back garden and the back garden is in bad condition. It was also noted that a tenant is coming into the close at 2.30/3am in the night and slamming the door. This will be passed onto the patch officers and assistant officer for direct follow-up</p> <p><u>Decisions Made:</u> Forum approved the actions in the Estate Action Plan</p>		
<b>8. Donations and Wider Action Policy</b>		

Item Details	Lead Action By	Date Due By
<p>RR read through the policy and the forum agreed that the policy was good and does not require any changes.</p> <p>Forum members advised they hadn't heard much about the £10,000 spent in Kendoon Area and suggested that maybe other people also would not know about this. RR advised it is in the newsletter, but we will ensure to publicise.</p> <p>CG advised of the fortune works project with them creating planters for Abbotshall avenue and Kendoon avenue that will be placed in situ on Friday 11<sup>th</sup> April.</p> <p>CG also advised of other projects that were funded by wider action including G15 Youth Club workshops and partially funding the buses for the away day. Customer Forum agreed that G15 is excellent and provide a lot of services to the young people in Drumchapel.</p> <p><u>Decisions Made:</u></p>		
<b>9. Tenant Satisfaction Survey</b>		
<p>RR proposed that we send out communication to tenants about our charitable donations, wider action etc by making a 2-sided magazine/leaflet. This would be for each area of Pineview stock and would have information on the Housing Officer and Assistant Officer for the different patches.</p> <p>Forum members agreed this sounds like a great idea as she didn't know previously that her housing officer had gone elsewhere. It was also suggested to add important contact numbers on to the leaflet.</p> <p><u>Decisions Made:</u></p>		
<b>10. AOCB</b>		

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<p>Forum members enquired about Paul Carey being invited to attend a meeting at Pineview. RR said he was sure that BK had emailed and invited him, but BK wasn't there to confirm. RR said he will follow up, and if we haven't contact Paul Carey we will do so. Forum advised it would be good to hear an update from councillors on topics such as off-road parking In Drumchapel.</p> <p>A forum member advised a cupboard in her kitchen has been removed following a kitchen upgrade which has left her with less space. CG advised she will pass this onto the housing officer to look into to see if we can potentially give back this cupboard space.</p> <p><u>Decisions Made:</u></p>		
<b>11. Dates of Next Meetings</b>		
<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: Maureen

Seconded by: Angie

Date Approved: 14/5/25