

Minute of:	Customer Forum
Date of Meeting to which Minute relates:	14 th May 2025
Prepared By:	Robert Reid
Date Prepared:	4 th June 2025
Meeting Minute to be Presented to:	11 th June 2025

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

Item Details	
2.	Summer Outings
<p>Isobel spoke to the customer forum about the summer outings and confirmed that the intention is to run two buses for the trip to Heads of Ayr this year. This is considered sufficient given that in the previous two years we have not been able to fully fill all three of the buses. Forum members confirmed they are happy with this approach.</p> <p>It was agreed at the previous meeting that Pineview would explore the interest in an adult only trip to somewhere such as Largs and a letter is going out to residents providing information on the Heads of Ayr trip and asking residents to let us know if they would be interested in the adults outing.</p> <p>The Forum will be updated on the responses at the June meeting</p>	

Item Details			
3.	Charitable Donations		
Isobel confirmed that donations of £100 have now been made to the three churches and a donation of £250 has been made to the G15 Food Pantry. Pineview Housing are to make a payment of £852 to the Pantry – this will			

Item Details		
<p>pay the £1 membership fee for all Pineview tenants, and this will be publicised on our social media, website and in the summer Newsletter. this payment will come from our £10k “wider action” budget</p> <p>We are also looking at the possibility of “paying forward” to help tenants who cannot afford to make the £3.50 payment to buy items.</p> <p>Forum members noted that the Pantry was open from 11am to 2pm Wednesday to Friday at the Drumchapel Community Centre.</p> <p>Pineview staff are still interested in hosting a surgery at the Community Centre, but no definite arrangements have yet been made.</p> <p>Forum members also noted the “Celebrating Hope” event taking place at the Community Centre.</p>		
4.Minutes of the Previous Meeting (9th April 2025)		
<p>The minutes of the previous meeting on 9th April 2025 were read and checked by the Forum members</p> <p><u>Decisions Made:</u> The minutes were agreed by the Forum, proposed by Maureen Brennan and seconded by Angela Temple</p>		
5. Matters Arising from the Previous Minutes		
<p>Several matters were raised including,</p> <ul style="list-style-type: none"> • Block at 3 Peel Glen Road is not being cleaned and looks like a dirty mop is being run over the flooring and nothing else • There is still a lot of items lying around the back courts at Jedworth Avenue – the suggestion was made to invite residents to a clean-up day • Issue raised with fencing – rotten in the back garden • It was raised about unsociable hours for carrying out work in a property and Robert confirmed that, whilst there is no hard and fast time set, all residents have a tenancy obligation to ensure their actions do not disturb neighbours or other residents at any time of day • A Forum member confirmed that no one had come out to look at her kitchen cupboards after she had raised it at the last meeting • A Forum member confirmed that nobody had come out to attend to her driveway – and she has been told that someone will be out tomorrow • It was also noted that a resident is feeding the birds, which is encouraging rats 		

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<p><u>Decisions Made:</u> Matters not previously followed up to be resolved</p>		
6. Invite to May Committee of Management Meeting		
<p>RR reminded forum members that they are invited to the in-person committee meeting on Wednesday 26th May at 6pm and advised that soup and sandwiches will be provided. 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 the CoM meeting.</p>		
7. Pineview Housing Update		
<p>Robert advised that the team are continuing to work on arrears, re-letting times and tenancy and estate management.</p> <p>Our estate management service is being audited at the end of May and preparations are currently being made for this audit.</p> <p><u>Decisions Made:</u></p>		
8.End of Year Performance Review		
<p>Robert made a short presentation to the Forum covering the main key performance indicators for the organisation.</p> <p>Arrears have reduced consistently throughout the year – with current tenant arrears reducing from 5.5% to 4.05% - a reduction of £48k. Forum members noted also that overall arrears (current + former arrears) had also reduced during the year from 6.87% to 5.44%.</p> <p>Improvements have also been made to void re-et times and void rent loss and repairs satisfaction remains high.</p>		

Item Details			
<u>Decisions Made:</u> Forum members were happy to note the good performandce			
9. AOCB			
<ul style="list-style-type: none"> An issue was raised about a property which is not being occupied by the tenant – who stays with their partner and has not been at the property for two years The garden is overrun with rats, which is not fair to other tenants who are trying to maintain their garden A Forum member had raised the issue of bulk rubbish at the last meeting and this has not been actioned. 			
10. AOCB			
11. Dates of Next Meetings			
No meeting in July – dates for future meetings to be set at the June meeting			
<u>Decisions Made:</u> Dates for the rest of the year to be set at June meeting			

Minute Approved by: Janette Murphy

Seconded by: Mary Frew

Date Approved: 11th June 2025