

Report To:	Customer Forum Meeting
Agenda Item:	Minute of Customer Forum Meeting of Wednesday 10 th September 2025 held in Pineview HA office 5 Rozelle Avenue
Prepared By:	Ben Keenan, HSO and Joyce Orr, Director
Date Issued:	6 October 2025
Meeting Date to be considered at:	8 October 2025 at 6.00pm – Pineview Office & MS Teams as may be required

1. Sederunt

P = In Person, T = On MS Teams

Present: Josie Simpson (JS) Mary Hope (MH) Maureen Brennan (MB)	P P P	Apologies Received: Angela Jarvis (AJ) Karen Royal (KR) Angie Temple (AT) Janette Murphy (JM)	Staff In Attendance: Ben Keenan (BK) Joyce Orr (JO)	P P
		Absent without apologies: None	Guest Speaker/Presenter(s): None	
		Leave of Absence: None	Observing: Linda Devlin (LD – CoM Chair)	P

Meeting started 6.00pm.

Meeting Chair – Ben Keenan

The Chair welcomed everyone to the meeting.

Item Details

1. Welcome and Introduction

BK welcomed the Forum members to the meeting.

Item Details	Lead:	Due:
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2. Matters arising from the previous minutes		
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The Forum raised queries relating to previous minutes as the topics were reviewed at the meeting.

Members in attendance advised that some issues had been raised previously, relating to specific individual queries and broader issues within the community and these did not appear to have not been followed up on. This included repair issues at both JM's and JS's properties, and neighbour fencing, pest control and drainage queries raised by MH

BK will now compile a tracker report for the next forum meeting which will include items raised and provide updates for ongoing and resolved matters. BK advised he would follow up with members who have previously attended the Forum to ensure they are aware of future dates and HS would continue efforts to increase forum membership.

Forum members raised the question of whether there was scope to provide access to local handymen or gardening equipment for those tenants that have mobility issues or may find it challenging to maintain

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<p>their garden. JO explained that in this regard, Pineview is limited in its ability to provide such services due to cost and insurance implications. The charge that Pineview would need to apply simply cover cost, would be more expensive than tenants could source privately. It was noted that larger housing providers such as Wheatley Home may benefit from economies of scale which enable them to provide such services at a lower cost to tenants. Pineview will continue to support tenants with signposting wherever possible and can provide information on local services and support agencies focusing on garden maintenance in our newsletter.</p> <p>Forum members advised that they would be interested in attending void inspections and estate management inspections with staff, something which used to take place. This would allow the Forum to better understand the condition of voids and be assured that Pineview adheres to its lettable standard on voids. On estate management, it would help to increase customer participation and outline to tenants how Pineview goes about maintaining and managing the quality of estates and dealing with any issues identified.</p> <p>Forum members highlighted the domestic abuse policy and the need they saw for staff to be adequately trained on the matter given the sensitive nature of the topic. JO advised that Pineview's membership of Share, CIH, SFHA allow us access to various training platforms and providers. It was agreed that domestic abuse training for the whole team would be investigated with an update provided at the next meeting.</p>		
<p><u>Decisions Made:</u></p> <p>The minute was agreed by the Forum, proposed by Mary Hope and seconded by Josie Simpson. Minute will be posted on website.</p> <p>PHA Housing Services team will pursue previous forum attendees to ensure they have all the details to allow them to come to future meetings, including making the meeting available via Teams.</p> <p>PHA Housing Services team will increase efforts to increase Forum membership and report back at each meeting.</p> <p>PHA Housing Services team will arrange for the involvement of the Forum in void inspections and estate management and will provide a proposal for consideration at the next meeting.</p> <p>BK to develop a tracker report outlining issues raised at each meeting and providing updates on actions taken and timescales. To be kept updated for each meeting moving forward.</p> <p>PHA HS to support tenants with signposting to include information on any local services supporting tenants who face difficulty maintaining their garden. To include in newsletter.</p> <p>Staff training on Domestic Abuse to be arranged.</p>	<p>BK</p> <p>BK</p> <p>All</p> <p>CG</p> <p>BK All</p> <p>BK</p> <p>BK</p>	<p>17/10/25</p> <p>01/10/25</p> <p>Each meeting</p> <p>08/10/25</p> <p>08/10/25 Each meeting</p> <p>Spring newsletter</p> <p>30/11/25</p>

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3. Pineview Housing Update		
<p>JO provided an overview of the draft charter report to the Forum to review. Each year the Association is required to produce an annual charter report for our tenants outlining the Association's progress and achievements in meeting the requirements of the Scottish Social Housing Charter. The format for the 2025 Report was approved by the Forum with the request that other RSL charter reports be brought to a future Forum meeting for comparison. This will be provided after the SHR publishes all reports around the end of October</p> <p>BK confirmed that Pineview had begun the agreed attendance at housing surgeries at the local community centre to coincide with pantry days on Fridays. Attended two-weekly on a rota basis at present. These are conducted in partnership with DRUMCOG partners and have been approved for a trial period of 3 months. The aim is to provide general housing advice for people within the local community and signpost people to relevant support agencies where necessary. Engagement and outreach will be monitored, and further provision of sessions will be considered by staff and committee following a review after the 3-month trial. The Forum was pleased to hear of the provision of the surgeries to support local people with general advice on housing matters and signposting. The Forum asked that this be closely monitored, and feedback be provided at future Forum events with engagement and response from the local community.</p> <p><u>Decisions Made:</u> Session at a future Forum meeting to be organised where the Forum can review other RSL charter reports. This will be actioned once these are published by the Regulator.</p> <p>Feedback on housing surgery provision to be provided at future Forum events with engagement and response from the local community.</p>	<p>IF</p> <p>HS</p>	<p>10/12/25</p> <p>12/11/25</p>
4. Regulatory Compliance and Draft Assurance Statement 2025/26		
<p>JO provided a presentation to the Forum on regulatory compliance matters and the Annual Assurance Statement (AAS) requirement. JO explained that the Scottish Housing Regulator (SHR) uses the AAS submissions as part of their sector risk assessment.</p> <p>JO explained that each year the regulator sets areas of focus. In 2024/25 the focus was homelessness prevention and support, service delivery, development, quality homes and resident safety. The focus areas for 2025/26 are – financial challenges, RAAC, Gypsy/traveller sites, resident safety.</p> <p>Following the presentation, JO presented the draft AAS for 2025 for the Forum's consideration</p> <p>The Forum members commented on how pleased and assured they were with the level of detail and assurance provided by the presentation</p>		

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<p>and draft AAS. The Forum highlighted their assurance, especially around PHA's tenant and resident safety.</p> <p><u>Decisions Made:</u> The Forum confirmed their assurance and satisfaction with the draft AAS. The forum advised that they had no changes to propose to the Committee and that this be fed back to the next committee meeting.</p>	JO	24/09/25
5. Equalities Policy Draft – Review		
<p>The Forum confirmed that they had been provided with a copy of the draft equalities policy for review ahead of the meeting. The Forum members confirmed they were happy with the policy with no additional changes required.</p> <p><u>Decisions Made:</u> Policy approved and to be presented to Committee for final review at the Sept committee meeting.</p>	JO	24/09/25
6. Garden Competition		
<p>The garden competition was carried over to the next meeting so entrants and pictures compiled could be printed out for review by the Forum.</p> <p><u>Decisions Made:</u> Garden Competition carried forward to next meeting.</p>	CG	08/10/25
7. AOCB		
<p>MB provided an overview of the recent Drumchapel Community Council meeting. The focus of discussion at the meeting had been the redevelopment of Garscadden House, as well as local land for development at Summerhill School and Kinfauns Drive. MB advised that the community council were advised that all local housing providers were consulted and Wheatley was the preferred partner for development. MB also confirmed that there are plans to develop a cycle hub and café in Drumchapel Park.</p> <p>LD advised that Glasgow Women's Aid still operated a shelter and support hub in Drumchapel following the closure of the previous facility. Forum members were grateful for the update and advised they wanted this to be investigated and an update on available services confirmed with Women's Aid and brought to the next meeting with a general update provided to tenants via the newsletter or social media.</p> <p><u>Decisions Made:</u> PHA and Forum members to continue to monitor local forums for updates on local development.</p> <p>PHA to contact Glasgow Women's Aid and confirm local arrangements and update next Forum meeting</p>	<p>All</p> <p>BK</p>	<p>Ongoing</p> <p>08/10/25</p>

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8. Dates of next meetings		
<ul style="list-style-type: none"> • October 8th • November 12th • December 10th • February 11th • March 11th <p><u>Decisions Made:</u> Dates confirmed.</p>		

Minute Approved by: Maureen Brennan

Seconded by: Janette Murphy

Date Approved: 8th October 2025