

Report To:	Customer Forum Meeting
Agenda Item:	Minute of Customer Forum Meeting of Wednesday 8 th October 2025 held in Pineview HA office 5 Rozelle Avenue
Prepared By:	Caitlin Gillespie HSO
Date Issued:	5th November 2025
Meeting Date to be considered at:	12th November 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) Angie Temple (AT) Janette Murphy (JM)	P P P P P	Apologies Received: Angela Jarvis (AJ) Karen Royal (KR) Absent without apologies: None Leave of Absence: None	Staff In Attendance: Caitlin Gillespie (CG) Karen Byrne (KB) Guest Speaker/Presenter(s): Isobel Ferguson (IF) Robert Reid (RR) Observing: None	P P P P
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Meeting started 6.00pm.

Meeting Chair – Karen Byrne

The Chair welcomed everyone to the meeting.

Item Details

1. Welcome and Introduction

KB Welcomed everyone to the meeting.

RR was present at start of meeting to thank Customer Forum for their hard work throughout his time at Pineview and advised that he is moving on from Pineview at the end of October 2025. Customer Forum thanked Robert and gifted him two gift bags.

Item Details	Lead:	Due:
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2. Matters arising from the previous minutes		
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KB read through new minute tracker with updates and asked if customer forum are happy for us to continue using the minute tracker to keep track of matters. Customer Forum agreed with this format.

MH queried that there wasn't enough ECT staff and KB explained duties are different now compared to what they were before, and that there is enough staff as per core tasks.

Item Details	Lead:	Due:
<p><u>Decisions Made:</u></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>Tracker report to be updated following each meeting and distributed with minutes prior to each meeting.</p>	<p>All</p> <p>All</p> <p>All</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
3. Charitable Donations		
<p>IF advised that Langfaulds primary have contacted us regarding potential funding to take the children out and do a prize bingo and asked Customer Forum if this is something they would like to consider.</p> <p>Customer Forum discussed and it was decided they would not make a donation at this time due to the fact there are multiple schools in the local area and it felt unfair to choose just one as they all deserve donations. KB also advised that this may not meet the wider role funding criteria.</p> <p>IF advised that 3D Drumchapel have asked for help with selection boxes for Christmas. Customer Forum agreed they would like to donate and asked if Pineview still do selection boxes. IF advised we no longer do this due to people not collecting them. Customer Forum discussed and agreed to donate £150 to the selection boxes at 3D Drumchapel.</p> <p>IF asked if Customer Forum would like to consider donating to the Winter Wonderland (G15) and forum decided to donate £500.</p> <p>A further donation of £50 was agreed to be made towards Breast Cancer awareness MH asked if we would consider donating to Womans Aid Drumchapel, KB advised we would find out how to make donation to them.</p> <p><u>Decisions Made:</u></p> <p>The forum agreed on a £500 donation for Winter Wonderland (G15)</p> <p>£150 donation agreed for selection boxes at 3D Drumchapel.</p> <p>£50 donation to Breast Cancer Awareness event hosted at Pineview.</p>	<p>IF</p> <p>IF</p> <p>IF</p>	<p>October/ November 2025</p>

Item Details	Lead:	Due:
<p>Pineview to look into the possibility of making a donation to Drumchapel Womans Aid.</p>	<p>Housing Services</p>	
4. Pineview Housing Update		
<p>KB advised the forum that the Fire Risk Assessment will begin week commencing 13/10/2025.</p> <p>SCS has been completed – and advised we are quite spot on with our timelines.</p> <p>IF will provide charter update at next meeting</p> <p><u>Decisions Made:</u></p>	<p>IF</p>	<p>12/11/25</p>
5. Activity Tracker – Approval/comments		
<p>KB went through items on activity tracker which has been implemented. Further items to be added to tracker have been discussed.</p> <p><u>Decisions Made:</u></p> <p>CG to update decision tracker with following items: Estates/Close Grading Bulk issue at Drummore – neighbour consistently putting bulk out after collection Slats falling off of roof at Drummore Road Kilcloy Avenue garden condition Fence painting at Waverely Tree growing through fence at Ladyloan Ave Aerials at Drummore Road</p>	<p>CG</p>	<p>Before minutes and tracker issued on 5/11/25</p>
6. TSS Preview		
<p>KB asked the forum if there was any questions they felt they would like to be included in the Tenant Satisfaction Survey. Forum members advised they would like tenants to be asked about satisfaction of close cleaning.</p>		

Item Details	Lead:	Due:
<p><u>Decisions Made:</u></p> <p>Close cleaning question to be added into TSS</p>	KB	Nov 2025
7. Garden Competition		
<p>MH advised that the photos to be considered for the garden competition weren't of a very high standard and that it would be hard to decide a winner to receive a prize. Other forum members agreed. KB suggested we make a bigger focus next year and have better entries.</p> <p><u>Decisions Made:</u></p> <p>Garden Competition to be brought back next year with more suitable entries. Housing services to ensure that this happens earlier in the year (spring time) to ensure more entries</p>	Housing Services	Spring 2026
8. AOCB		
<p>KB asked forum to consider what they would like to do for their Christmas meal this year ahead of next months forum meeting.</p> <p><u>Decisions Made:</u></p> <p>Preference for Christmas to be discussed at meeting in November.</p>		12 th Nov 25
9. Dates of next meeting		
<ul style="list-style-type: none"> • November 12th • December 10th • February 11th • March 11th 		

Minute Approved by: Mary Hope

Seconded by: Josie Simpson

Date Approved: 12/11/25