

Report To:	Customer Forum Meeting
Agenda Item:	Minute of Customer Forum Meeting of Wednesday 12 th November 2025 held in Pineview HA office 5 Rozelle Avenue
Prepared By:	Gerry Will Maintenance Officer
Date Issued:	5th November 2025
Meeting Date to be considered at:	10th December 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) Janette Murphy (JM)	P P P P P	Apologies Received: Angela Jarvis (AJ) Karen Royal (KR) Angie Temple (AT) Absent without apologies: None Leave of Absence: None	Staff In Attendance: Gerry Will (GW) Karen Byrne (KB) Guest Speaker/Presenter(s): Isobel Ferguson (IF) Observing: None	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.

Item Details

2. Minutes of Previous Meeting (8th October 2025)

Previously distributed to Forum on 10/11/25.

Item Details	Lead:	Due:
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3. Matters arising from the previous minutes		
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Minutes agreed as an accurate record and no issues raised.

Decisions Made:

Forum asked if these could be distributed on the Monday before meeting instead of week before meeting. Call to be made to Jeanette before meeting to read over minutes and tracker.

Item Details	Lead:	Due:
<p>GW to visit property at 3 Springside Gardens to have look at front door to see if works required for painting and also check which fence works should have been done in area. GW to also check when Ladyloan Ave is due external paint works.</p>		
6. 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>Peel Gardens Flooding – GW confirmed that him and Murray to attend with MWA on afternoon 19/11/25. MH informed that 12 Peel Glen Gardens has lot of bulk at side of property which will cause access issue. MH also informed issue with roof at side allowing squirrels access to roof space. GW to visit and check bulk and roof issue 13/11/25</p> <p>Springside Gardens Driveway – GW and KB confirmed that PHA are having issues with contractor able to do works due to the small area involved in tarmac. GW confirmed that they have contacted City Building to see if this is something that can be done or sub contract. If not PHA to get costs for slabbing driveway. GW to revisit 13/11/25 to have another look as tenant stated getting worse.</p> <p>Ladyloan neighbour potential aband – KB stated that this in hand and ongoing with HO.</p> <p>Estate and Bulk – KB confirmed that ECTs had a limited service due to staff absence for last few weeks. KB also confirmed issues with Dawsholm being closed and limited access when open also contributes to this and to help we have been hiring skips. MB confirmed that items she has been reporting have now been uplifted. MH informed that 18 and 8 Peel Glen Gardens has bulk items which have been in drive for few months – GW to visit 13/11/25 to have look.</p> <p>KB informed forum that bulk does not have to be reported to office as ECTs should be uplifting any bulk when carrying out works in that area. KB informed forum that ECTs should be carrying power wash of bin stores in Jedworth Ave over the coming weeks as part of duties. JM informed that Fridge has been in back court of 52 Jedworth Ave for few months.</p> <p>Drumchapel Does Christmas – KB confirmed that this will be going ahead on 27/11/25 and the 4 local Housing Associations will have a stall.</p> <p>Customer Forum Christmas Feast – Discussion had with forum and it was agreed for food to be ordered in for December meeting. Chippy for JM and Chinese for all others.</p> <p>Local Support for Vulnerable or older tenants – KB confirmed that this would be added to newsletter</p>	<p>GW</p> <p>GW</p> <p>GW</p> <p>GW</p>	<p>Before Minutes and tracker issued on 3/12/25</p> <p>Before Minutes and tracker issued on 3/12/25</p> <p>Ongoing</p> <p>Before Minutes and tracker issued on 3/12/25</p>

Item Details	Lead:	Due:
Void Attendance – KB confirmed that we will have couple voids over coming weeks and will contact forum members to arrange visit.	HOs	Ongoing
Domestic Abuse Training – KB confirmed Women’s Aid carryout 3hr session on this and will arrange date for staff at office.	BK	Ongoing
Forum Attendance and membership – Ongoing with staff asking tenants if they would like to join. BK to make contact with Owner at Peel Glen Road	BK	Before Minutes and tracker issued on 3/12/25
Charter Reports – IF to collate information and confirm date for review	IF	Ongoing
Pantry Housing Surgeries – PHA attending next meeting on Friday 14/11/25.	PHA Staff	Ongoing
Drumchapel Community Council – MB informed that she did not attend previous meeting and is happy to attend upcoming meeting. KB to contact council to see if they would like representative from PHA to attend also.	KB	Before Minutes and tracker issued on 3/12/25
Bike at back Court Jedworth Ave – KB informed forum that this is in hand and being with by HO for the area. If not tenants bike PHA will arrange for this to be removed.	SS	Before Minutes and tracker issued on 3/12/25
Estates and Close Cleaning Grading – Starting End November and will be done by AHOs and HOs and this will be done on day of clean.	PHA	Before Minutes and tracker issued on 3/12/25
6 Kilcloy Ave Back Garden – GW confirmed that he and Ben Keenan attended afternoon 12/11/25 and spoke with tenant and she is in process of getting items cleared. GW and BK to revisit in 2 weeks.	GW	3/12/25
Tree at fence 184 Ladyloan Avenue – GW informed that this has been completed and invoice received. MB informed GW that thinks they have carried out works to wrong property as not sure what works done. GW to look into invoice and visit property 13/11/25.	GW	3/12/25
Aerials 7a, 7b and 10b Drummore Rd – GW informed that these would only be removed if not being used, damaged or due bird fouling. Forum confirmed issue was with bird fouling. GW to arrange removal of aerials.	GW	3/12/25

Item Details	Lead:	Due:
<p><u>Decisions Made:</u> GW to update decision tracker with following items: Estates/Close Grading update to be provided Kilcloy Avenue garden condition – Update at next meeting following visit 12/11/25. GW & BK to check items removed Fence painting at Waverely – GW to check contract Tree growing through fence at Ladyloan Ave – GW to check as invoice received. Aerials at Drummore Road – GW to arrange for removal 12 Peel Glen Gardens – GW Check soffit due to squirrels Voids-Contact Forum to arrange visit couple voids</p>	<p>KB GW GW GW GW GW PHA HS</p>	<p>3/12/25 3/12/25 3/12/25 3/12/25 3/12/25 3/12/25 On going</p>
7. Rent Increase 2026-27		
<p>KB discussed with Forum regarding increase and explained that the increase is depending on house type, size and whether property has an additional wc or shower room. KB discussed PHA would look to use same system as previous and informed that we would be looking at CPI for increase and that other Associations would use CPI + say 1% or greater. KB also mentioned to forum that PHA are still the lowest rent averages for Drumchapel and Scottish average.</p> <p>MH queried why her rent is different from her neighbours who is in same size and type of property. KB confirmed that she would look into this and get back to forum.</p> <p><u>Decisions Made:</u> Forum happy to go with lowest possible increase to rent.</p>	<p>KB</p>	<p>3/12/25</p>
8. AOCB		
<p>JS asked if decision had been made with regards to Senior Housing Officer post and KB confirmed that Ben Keenan was successful in interviewing and will take up post in January 2026.</p> <p><u>Decisions Made:</u> .</p>		
9. Dates of next meeting		

Item Details	Lead:	Due:
<ul style="list-style-type: none"> • December 10th • February 11th • March 11th 		

Minute Approved by: Josie Simpson

Seconded by: Mary Hope

Date Approved: 10/12/2025