



CUSTOMER FORUM GROUP
Minutes of the meeting held on Wednesday, 2nd October 2019 at 6.00pm

Present: X7 Forum Members

In attendance: Karen Byrne, Housing Services Manager
Janie Preston, Housing Services Officer
Councillor Elspeth Kerr

Apologies: Baillie M Balfour
X1 Forum Members

1.0 Previous minutes

Minutes were approved by MF and seconded by MB.

2.0 Matters Arising from Previous Minutes

No matter arose from the previous minutes, there are items on the minutes being covered within the agenda (common allocations policy and tenant satisfaction)

3.0 Councillors Updates

Councillor Kerr gave update on various matters.

- Traffic lights are out on the flyover and causing issues, she is chasing this up along with pot holes on the roads in our local area.
- Kinfauns Centre – this is possibly being taken over by a local funeral director.
- Shopping Centre – Ongoing anti-social and crime issues. Councillors are working in close liaison with police to try and get increased presence in the area to make it feel safer.
- The Range – A meeting is being arranged to find out an update on progress with this new store – hopefully over the next couple of weeks and can provide an update at the next meeting. This meeting will include an update on the new community centre hub.
- Flats above shops on Rozelle Ave/general maintenance of the area – will chase this up and have an update for next meeting.
- KB advised group that we as Pineview are increasing attention to the area and doing weekly audits/follow up to contribute to keeping the area tidy/litter free.
- Community Centre Café – confirmed that this is no longer open, out to tender with view to re-opening.

- KB/JP raised issues that we are having with GCC in regards to bin uplifts and the poor service we are receiving from them – Councillor advised that this is a widespread issue and there will be improvements to the service, new technology is coming into play which will mean they can be tracked where they are and time etc. The issues raised though will be taken up with GCC.

4.0 Pineview Update

An update was provided on the following:

- Kitchen contract – waiting on a start date from MCN and there are still 7 outstanding surveys to be completed.
- Painterwork – Underway and a good job is being done, making good progress.
- Electrical Testing – Up to date with this and next ones are not due until Jan/Feb 2020.
- Smoke Alarms – We are ahead of the game on this in regards to the change in regulation with around 265 completed.

5.0 Tenant Satisfaction

The surveys are all now complete and we await the outcome report from Knowledge Partnership and this is expected this month. A presentation will be given to both Committee and the forum members

6.0 Common Allocations Policy

KB advised that there is a meeting on Monday 7/10/19 to go over the final draft policy. An equalities consultant has been involved with proofing it and once finalised will go out to consultation and the feedback will be taken to the November board meeting.

7.0 Rent Restructure

KB gave a presentation on the new proposed rent restructure outlining the main points:

- Objectives:
 - Sufficient rental income
 - Comparable to other landlords
 - Affordable
 - Simple/transparent
 - Charge for amenities are fair
 - Service charge where it is not already covered by rent
 - Service charge recoverable from service users
- Current Structure: This was explained and added hand-out showing the attributes/points.
- Tenant Consultation: Outcome from the consultation was reviewed and taken into account. Size/type were main factors of preference. Rent system based on size/type and attributes combined was indicated as fair way to structure the rents.

- **Actions Taken:** Compared rents on SDM with existing rent structure/points.
Identified any anomalies
Looked at service charges
Tested different models against the objectives and proposed final model/structure.

Proposed New Structure

- Hand out give to show the breakdown of points
- Base rent
- Type
- Kitchen (x2)
- Double/Single rooms
- Extra wc/shower room
- Utility Room (Homelink only)
- Disabled provision – garden service (only temporarily included)
- Tenement stair cleaning

Individual rents will be calculated on the base rent + added attributes that apply to each property.

The outcome shows that 176 rents will increase (Average £4.86pm) and 356 will decrease (average £2.10pm)

Conclusion

The new structure will comply with consultation

It meets SFHA model criteria

Income required is not affected

The average weekly rent6 not adversely affected.

Reduced the number of rents from 61 to 35

Recommendation to notify tenants individually on how this will affect them.

Will consult with tenants in form of a letter/leaflet showing the breakdown and ensure that it is easy to read/understand

Seek feedback from tenants.

8.0 Topic for Next Meeting

G15 bus service to Queen Elizabeth Hospital – to arrange for speaker to come into next meeting and do a talk on this service as it may be very beneficial to many people and their families.

9.0 AOCB

Xmas Lunch – confirmed as The Pond on Friday, 20/12/19. Further details will be provided nearer the time.

KB has asked that we all encourage the use of the free health check on offer (was advertised in the latest newsletter)

There is also a weekly walk on from the Community Centre on Tuesdays at 1pm.

10.0 Date of Next Meeting – To be held on Wednesday, 6th November at 6pm