



CUSTOMER FORUM GROUP

Minutes of the meeting held on Wednesday, 4th September 2019 at 6.00pm

Present: X5 Forum Members

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

Apologies: Baillie M Balfour
X3 Forum Members

1.0 Previous minutes

Minutes were approved by MF and seconded by MB.

2.0 Matters Arising from Previous Minutes

Pigeons – Forum member advised of damage to the spikes above her door that deters pigeons after a pigeon flew into them. Will get Clerk of Works to have a look on his return from leave. Video that Murray referred to at the previous meeting re amount of waste – to see if we can access this for viewing.

Trees- Forestry Commission have carried out work at the back of Peel Glen, Councillor Kerr advised that it was closed off for weeks whilst ongoing. Members advised that the trees at the back are still overgrown and need lopped back/trimmed. Derek Shannon is the contact at Forestry Commission and will check with him if they are still working in the area or can go back and take a look

Contracts – Update provided:

Kitchen/boilers – MCN are out doing surveys now, they will be on site for a few weeks and then intend to install, tenants will notified of when this will take place.

Painterwork – underway by JS Harvie and started in the Pinewood area.

Electrical Tests – underway by Magnus.

Smoke Alarms – underway by MCN and almost at 60% completion of the new alarms with good progress being made.

Future Plans – KB advised that it is Pineview's intention to provide all tenants with a 5 yearly plan/programme of upcoming works – what is to be done/when.

3.0 Councillors Updates

Councillor Kerr gave update on various matters.

10/9/19 – Connect for Life are holding a free event on World Suicide Awareness in the local Community Centre. This will include a walk, disco and a movie night)

19/9/19 – The post office is hosting an event on this date, “use it or lose it” theme. To highlight to local residents the services that can be provided by the post office to encourage people to use it. Local residents are being employed to work there.

Women Matters – There will be an event in St. Marks on Friday 6/9/19 between 12.30 and 2.30pm – this is a support group.

The Loop – this is a FB page with links to what is on in the area, some good events and information. Will see about getting it added to our own FB page for people to be aware of it and access it.

Roads – The pavement on Rozelle Avenue is very uneven and the area at the back of the shops is very unsightly. Councillor Kerr will report to GCC. Pineview have already done so on many occasions.

Community Centre Café – confirmed that this is no longer open, out to tender with view to re-opening.

4.0 Rent Restructure

Update provided on the status of where Pineview are at with this. Explained all the attributes being considered (main ones from the outcome of the previous consultation). Still working on this new structure and when ready will go back out to consultation Sept/October and a report will be given to Committee for approval.

5.0 Tenant Satisfaction

The surveys are all now complete and we await the outcome report from Knowledge Partnership. Will update the outcomes when we get this.

6.0 Common Allocations Policy

KB advised that this policy is up for review and in partnership with Kendoon/Kingsridge/Kendoon we are working on updating this policy. It is at final draft stage and due to go to Committee in December for approval. We

will consult on the changes being made and these changes take into account equal opportunities and the new regulations. Pineview will be re-designing the application form and the summary leaflet and we will seek feedback from forum members when finalised.

7.0 Topic for Next Meeting

Update on the rent re-structure.

8.0 AOCB

Xmas Lunch – advised the forum that the decision on where to go will lie with staff (as agreed with Committee) but if they have any ideas on somewhere in particular we will put this forward. The Pond was mentioned as it is apparently under new management and may be good to try out again.

Landlord Report – KB updated that the annual report has been issued. There are no concerns for Pineview and the following points were highlighted:

- Rents are below Scottish average.
- Satisfaction levels are high.
- Maintenance – properties are 100% met with SHQS.
 - Emergency Repairs – 1.7 hrs (average is 3.6 hrs)
 - Non-Emergency Repairs – 2.6 days (average is 6.6 days)
 - Right First Time – 96.1% (average 92.5%)
 - Repairs – 95% satisfaction
- Neighbourhoods – 100% resolved within target.
- Void loss – 0% loss
- Lets – 3.3 days to let (average 31.9 days)

Scottish Housing Day – 2019 Supporters Pack handed out to forum members to read over and feedback if they have any ideas on any events to have/highlight that will contribute to this.

Garden Competition

The forum members judged and picked the winners for this year's completion as follows:

Pot Luck	22 Kilcloy Avenue
Lovely Lawns	90 Dewar Drive
Green Green Grass	1 Peel Glen Gardens

Aerials – members asked if Pineview were responsible for repairing/replacing TV Aerials – KB confirmed that yes if we fitted it or if communal aerial, otherwise it is tenant responsibility and anyone requesting this, the information will be checked.