

Minute of:	8/8/24	Pineview Housing Association Customer & Resident Forum Meeting
Prepared By:	Ben Keenan and Robert Reid	
Date Prepared:	5 th September 2024	
Minute to be Presented to Meeting:	12 th September 2024	

Item Details		
1.	Sederunt	
Chair of Meeting: Ben Keenan		
Forum Members Present: Angela Temple (AT) Mary Frew (MF) Josie Simpson (JS) Margaret Dick (MD) Janette Murphy (JM) Angela Jarvis (AJ)	Apologies: Angela Jarvis (AJ) Absent: Leave of Absence:	Staff In Attendance: Ben Keenan (BK), HO Gerry Will (GW), MO Guest Speaker/Presenter(s):

Item Details	
2.	Welcome and Introductions
Everyone introduced themselves and BK welcomed them to the meeting.	

Item Details	Lead Action By	Date Due By
3. Minutes of Previous Meeting (8th May 2024)	Minute of Previous meeting	
Corrections required: None Matters arising: None <u>Approval:</u> Proposed by: Mary Frew Seconded by: Janette Murphy		
3. Matters Arising From Previous Meeting		
The Forum again raised the issues caused by recent changes to bin pick ups by GCC. Ongoing issue of cleansing workers refusing to remove bins containing items with pictures of food e.g. frozen fish finger or burger packages, cereal boxes. Cleansing workers have advised they are required to remove any bins which do not have numbers on them and will also remove any brown		

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bins with food waste in them. Forum have found these useful in ensuring bins are uplifted.		
5. Pineview Housing Updates		
<p>BK and GW advised forum members of ongoing staff role changes at PHA which had been discussed at recent CoM meeting.</p> <p>Forum members expressed their support for the workforce planning that Pineview is undertaking and the opportunities it is creating for staff development and progression. Forum members said there was real value in investing in your staff team both for the organisation and for the wider social housing sector</p>		
6. Repairs and Maintenance Update		
<p>GW provided an outline of ongoing and upcoming works across the different areas and phases of the housing stock. This included the ongoing bathroom works contract in the Pinewood area and an area breakdown of scheduled paintworks from 2024-28. Gutter cleaning for all areas is due to commence October 2024.</p>		
7. September Policy Review		
<p>BK advised the Forum of various policy reviews which will be undertaken at the next meeting in September, including the Repairs and Maintenance Policy and the Legionella Policy..</p>		
8. Apparel Xchange Clothing Bank Programme		
<p>BK advised the Forum of recent discussions with partner agencies about a potential new tenant assistance initiative called Apparel Xchange. The program is yet to be fully established but has been trialled in the East End of the City. The basic principle is to offer clothes packages to vulnerable tenants and those in need of urgent financial support. BK advised that further meetings need to be held to establish the idea for wider rollout and how the programme would be delivered.</p> <p>The Forum expressed support for any new tenant support initiatives. Two questions were raised that Forum members wanted more detail on if the programme was to progress. A) How would clothes be delivered? Would there be a local base in Drumchapel providing clothes to tenants? B) What exactly is the aim of the programme? Second hand clothes shops already offer good quality cheap clothes. The Forum wanted to know more on the value of the project when similar ideas are already well established.</p>		
9. Heads of Ayr Trip Feedback		
<p>BK and GW asked the Forum for their feedback on the recent trip to Heads Of Ayr.</p> <p>The Forum members advised that they felt the trip had been a real success both for the members that attended and for the others that they</p>		

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<p>spoke to. MF and JM advised that they had a really good day and were grateful to Pineview staff both for organising the trip and attending/supporting tenants on the day. Forum also outlined the value of the vouchers and food bags PHA provided in allowing tenants to feed their families at the farm. Forum members advised that they think Heads Of Ayr will remain a popular destination for future tenant away days.</p>		
10. AOCB		
<p>Forum members asked about plans for this years Christmas dinner. BK advised he would raise the issue with colleagues and the Forum would be consulted before any final decision is made.</p> <p>The Forum members also raised a couple of good tips for other residents who are looking for better value when shopping – Iceland offers 10% off for all pensioners on a Tuesday.</p>		
10. Date of Next Meeting		
12/9/24		