

<b>Minute of:</b>	Pineview Housing Association Customer & Resident Forum Meeting
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<b>Date of Meeting to which Minute relates:</b>	12 <sup>th</sup> September 2024
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<b>Prepared By:</b>	Ben Keenan
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<b>Date Prepared:</b>	12 <sup>th</sup> November 2024
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<b>Meeting Minute to be Presented to:</b>	14 <sup>th</sup> November 2024
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Item Details		
<b>1.</b>	<b>Sederunt</b>	
Chair of Meeting: Robert Reid		
<b>Forum Members Present:</b>	<b>Apologies:</b>	<b>Staff In Attendance:</b>
Mary Frew Janette Murphy Josie Simpson Angela Jarvis Angela Temple Margaret Dick	Absent: Karen Royal  Leave of Absence:	Ben Keenan Joyce Orr Karen Byrne

Item Details	
<b>2.</b>	<b>Welcome and Introductions</b>
None	

Item Details	Lead Action By	Date Due By
<b>3. Minute of Previous Meeting (8<sup>th</sup> August 2024)</b>	<b>Minute of Previous meeting</b>	
Corrections required:  No corrections required.  Matters arising:  BK advised forum he would update once he had held meeting with local partners about clothing bank idea discussed previously  <u>Approval:</u>		

Item Details	Lead Action By	Date Due By
<b>4. Pineview Housing Updates</b>		
<p>BK advised forum of ongoing period of staffing changes and recruitment  BK also advised of ongoing house inspections across the stock  BK and JO advised forum of recent staff quarterly away day which proved very successful. Forum happy to hear of measures taken to support staff.</p>		
<b>5. Annual Assurance Statement (Joyce)</b>		
<p>Summary of Discussion</p> <p>JO outlined main content and purpose of annual assurance statement and the reason that this is important across the sector.  JO outlined why compliance is required and how it is measured  PHA has compiled draft AAS for approval by committee but also seeks customer/resident feedback on all areas e.g. rent affordability, fire safety.</p>		
<b>6. Director Update</b>		
<p>Summary of Discussion</p> <p>JO gave forum an update on recent overall performance and milestones within PHA – staffing changes and development, internal audit outcomes, future plans and areas of focus for the organisation  Also discussed positive role of committee in supporting PHA aims and objectives  JO again advised forum to consider if anyone they know would be interested in joining committee  JO gave update on ongoing ARC process/review</p>		
<b>7. Repairs &amp; Maintenance Policy - review</b>		
<p>Summary of Discussion:</p> <p>Forum reviewed policy and approved it for consideration by committee  Main change is the increased value in mandatory post inspections to reflect inflation</p>		
<b>8. Legionella Policy - review</b>		

Item Details	Lead Action By	Date Due By
Forum reviewed policy and approved it for consideration by committee		
<b>9. Contractor management and Procurement Policy Review</b>		
<p>Forum reviewed policy and approved it for consideration by committee</p> <p><u>Decisions Made:</u> None to be made.</p>		
<b>10. Date of Next Meeting</b>		
<p>10<sup>th</sup> October 2024</p>		
<b>11. AOCB</b>		
<p>Forum raised the point of Christmas Dinner plans. Final decision is still to be made</p> <p>Forum asked about policy for grass cutting. KB and BK advised that this is no longer provided by PHA/GCC and that records are updated when elderly or disabled tenants' tenancies end</p>		