Report To:	Customer Forum Meeting
Agenda Item:	Minute of Customer Forum Meeting of Wednesday 9th September 2026 held in Pineview HA office 5 Rozelle Avenue
Prepared By:	Ben Keenan – Senior Housing Officer
Date Issued:	
Meeting Date to be considered at:	14th October 2026

1.	**Sederunt**				
P = In Person, T = On MS Teams					
Present:		**Apologies Received:**		**Staff In Attendance:**	
Mary Hope (MH)	P	Jennifer Ross (JR)		Ben Keenan	P
Janette Murphy (JM)	P	Joan Robertson (JR)		Karen Byrne	
Maureen Brennan (MB)	P	Madeline Fulton (MF)			P
Josie Simpson (JS)	P	Angela Temple (AT)		**Guest Speaker/Presenter(s):** N/A	
	P				
	P	**Absent without apologies:**			
	P	None.		**Observing:** None	
Meeting started 6.00pm.					
Meeting Chair – Karen Byrne					

Item Details	
1.	**Welcome and Introduction**

BK welcomed everyone to the meeting.

BK and KB apologised for late issuing of previous minutes and documents ahead of this meeting and assured forum that agreed timetable of 7 days prior would be adhered to moving forward.

Item Details	
2.	**FCS – Charitable Donations and Wider Role Update**

FCS unable to attend due to staff absence.

BK provided summary of current donations and wider role spending. £3100 wider role funding allocated so far this year and further partnerships being pursued, including recent networking with GrowChapel at Breakfast and Blether. The meeting had also provided networking opportunities with several local charities that BK is following up on.

BK reminded forum that donations budget is open to suggestions of local charities that could benefit from funding. MB has provided contact information for a local pantomime group and PHA will pursue further details before any donation decision is made.

MB also raised Drummore Primary School as a potential future partner for support. PHA will look into this and feedback to forum at next meeting.

Decisions Made:

HS to follow up with further queries to clarify information for potential future donation

Item Details	Lead:	Due:
3. Minutes of Previous Meeting (12th August 2026)		
Minute of meeting of 12th August 2026 considered. No matters arising. Forum advised they would be keen for Police Scotland to attend on a quarterly return basis. **Decisions Made:** Approved by JM and seconded by MB.		

Item Details	
4.	**Policy Reviews – Vulnerable Adults and Child Protection Policy and Unacceptable Actions Policy**

The Forum reviewed two policies as part of the policy review schedule.

1) Vulnerable Adults and Child Protection Policy

Staff and Forum discussed importance of policy. Forum agreed it is crucial to identify and support vulnerable people. Gor PHA, staff training and knowledge are key to ensuring that staff are ready and able to support and signpost vulnerable tenants appropriately. Policy echoes 'No wrong Door' ethos of Scottish Government approach to providing support to vulnerable people.

No changes/updates suggested by forum. BK and KB advised the definitions within the policy would be reviewed to account for recent updates to relevant legislation such as the expanded definition recently developed for Domestic Abuse as part of the Domestic Abuse (Protection) (Scotland) Act 2021

2) Unacceptable Actions Policy

KB advised that while PHA always looks to engage with and support all tenants in an open and positive way, this policy exists for occasions where staff are exposed to unacceptable behaviour that threatens staff safety and makes it difficult for us to do our job. The forum agreed that it is important for individual circumstances to be taken into account – someone may have acted out of character and may require additional support. BK advised that PHA utilises a fluid risk register which is updated to indicate where joint visits may be required and provides a history of incident reports for staff who can also use this to advise contractors. But we always look to develop direct and supportive relationships with all tenants and service users.

No proposed changes but agreement between staff and forum that formatting style of this policy may need updated to align with standards across all policies.

Decisions Made:
Policies to now be reviewed across staff team for feedback and consultation register to be contacted for further feedback ahead of September Committee meeting.

Item Details	Lead:	Due:
5. Activity Tracker		
BK reviewed activity tracker with Forum. Agreed to remove completed items to assist with ease of reading document so that it only covers outstanding and incomplete issues. Forum reaffirmed support for Christmas vouchers for tenants over 65 years of age. BK advised he would raise potential DRUMCOG Christmas lunch at next senior officers meeting but aware there has previously been a lack of uptake across organisations for the prospect of one. Forum queries whether a joint Committee/Forum/staff Christmas lunch could be investigated. KB aware this has occurred in past but has not been conducted for a number of years. To be discussed with Committee at next meeting and decision made. Outstanding issues to be followed up on as a matter of urgency for update ahead of next meeting. Forum advised that some streets had a gully/gutter clean last week in Waverley (Drummore Road, Peel Glen Road and Springside Place) but all other remain outstanding. HS will look to get clarity from GCC on dates for completion of gully/gutter clean in area. Forum advised they would be keen for further void inspection/estate walkabout dates to be arranged – weather dependent. Forum advised they would be keen to see slides from Johnny Pickering April presentation on local Drumchapel development. Forum looking for update on £1m NIIF funding. MH queried when newsletters are delivered as she only received summer newsletter yesterday. MB advised fencing on Ladyloan Avenue is rotten and queried on if/when something will be done to resolve the issue. **Decisions Made:** HS team to ensure all actions taken to provide best possible update ahead of next meeting.	HS Team	31/8/26

Item Details	Lead:	Due:
Dates for follow up void inspections and estate walkabouts to be arranged (weather dependent) HS to follow up with NW Area Partnership for update on planned spending of £1m funding. Follow up inspection of Ladyloan Avenue fencing and decision to be made on potential remedial works. To identify when newsletters were delivered and agree dates for delivery of upcoming newsletter.		

Item Details	Lead:	Due:
6. Pineview Housing Update – Funding Outcomes, Litter Pick Feedback and GCC partnership meeting		
BK provided update on recent PHA activity. No funding received from recent Upstream Homelessness Prevention application, but BK will follow up with successful organisations to request a copy of successful application for learning and future reference. BK confirmed PHA staff attended recent area litter pick and it was widely successful – PHA focused on Waverley but there were people from different organisations spread across the whole of Drumchapel. Forum members advised they had seen staff out and noticed real difference following litter pick. KB confirmed PHA attended recent council meeting organised by Paul Carey but due to miscommunication with Wheatley and strike action it did not proceed. Follow up meeting being arranged. Forum advised they had noticed an improvement in bulk uplift service around Waverley area despite restrictions on access to Dawsholm.		
7. AOCB		
MH raised that paintworks in close (as part of contract – year 3 of 4) had not been communicated by contractor. PHA had advised tenants of upcoming works, but contractor had provided exact start date or met with any tenants. Tenants had just returned home and were unable to use bannisters in stairwell due to wet paint. Also, no signage to indicate works had been completed. JM advised she has bulk items requiring uplift in her garden. **Decisions Made:** KB confirmed that issues would be raised with contractor at next liaison meeting as tenants should be advised as works are starting and signage should be visible to all tenants. Bulk in Jedworth to be uplifted as per bulk schedule – every Tuesday for Pinewood/Jedworth area.		

Item Details	Lead:	Due:
8. Date of next meeting		
Item Details	**Lead:**	**Due:**
14th October 2026 6pm		

Minute Approved by: Mary Hope Seconded by: Maureen Brennan

Date Approved: 14/10/2026