

<b>Minute of:</b>	Pineview Housing Association Customer & Resident Forum Meeting
<b>Date of Meeting to which Minute relates:</b>	11 <sup>th</sup> April 2024
<b>Prepared By:</b>	Ben Keenan and Robert Reid
<b>Date Prepared:</b>	1 <sup>st</sup> May 2024
<b>Meeting Minute to be Presented to:</b>	9 <sup>th</sup> May 2024

Item Details		
<b>1.</b>	<b>Sederunt</b>	
Chair of Meeting: Robert Reid		
<b>Forum Members Present:</b>  Angela Temple Mary Frew Janette Murphy Angela Jarvis Margaret Dick	<b>Apologies:</b>  Karen Royal Josie Simpson Yvonne Harvey  <b>Absent:</b>    <b>Leave of Absence:</b>	<b>Staff In Attendance:</b>  Robert Reid Ben Keenan  <b>Guest Speaker/Presenter(s):</b>  Sgt Michael Trueman – Police Scotland

Item Details	
<b>2.</b>	<b>Welcome and Introductions</b>
Everyone introduced themselves and Robert welcomed them to the meeting.	

Item Details	Lead Action By	Date Due By
<b>3. Minutes of Previous Meeting (14<sup>th</sup> March 2024)</b>	<b>Minute of Previous meeting</b>	
Corrections required:  None  Matters arising:  None  <u>Approval:</u> Josie Simpson Proposed by: Janette Murphy		

Item Details	Lead Action By	Date Due By
Seconded by: Josie Simpson – post meeting		
<b>4. Matters arising from previous meeting</b>		
None		
<b>5. Police updates</b>		
<p>Michael Trueman of Police Scotland attended the meeting. He gave an update on general trends and incidents in Drumchapel.</p> <p>MT advised forum members that police resources, like many public services, are stretched very thin and that it is uncommon now to see 'bobby on the beat' anymore.</p> <p>Main issue in Drumchapel recently has been gang violence but also consistent issues with illegal mountain/dirt bikes.</p> <p>Drumchapel policies itself and the police are constantly working to encourage greater reporting of incidents within the community as allocation of officers is based on trends of incidents reported – MT pointed to anonymous and online reporting methods.</p> <p>MT advised that a new factor which has emerged is the use of free bus passes for those under 22 which is allowing youths across regions of the city to travel freely and spread trouble</p>		
<b>6. Pineview updates</b>		
<p>MF raised the question of when the fuel vouchers would be issued. BK &amp; RR advised that this had been delayed but had now commenced.</p> <p>Forum members raised that PHA should bear in mind that older tenants may need cash vouchers as they don't have email or text.</p> <p>BK and RR advised that new rent amounts were in place from 1/4/24 and all direct debits had been uprated in line with the 5% increase.</p> <p>New temporary ground maintenance contractor has started this month. Forum members commented that they had already noticed a difference of some areas of estates getting necessary work done.</p> <p>See AOCB</p> <p>RR advised forum that April is typically a very busy time with year-end reports and regulator requirements to be completed and submitted.</p>		

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<p>RR also highlighted that two frontline temporary staff additions had been brought in due to staff absence to help with cover requirements and ensure that service delivery remains at the same high level as is a key priority for PHA.</p>		
<b>7. Complaints Handling Policy – Review</b>		
<p>RR guided Forum members through the complaints handling policy which is up for renewal.</p> <p>The policy outlines how Pineview aims to deal with all incoming complaints. The Forum noted what is covered by the complaints policy and what is not – noting that issues such as data protection and freedom of information are dealt with via different routes.</p> <p>Complaints do not have to be put in writing and can be made by telephone or in person. A complaint should be raised within 6 months of the tenant or service user becoming aware of the issue, unless there are exceptional circumstances.</p> <p>BK raised the recent development of a new feedback survey for Anti-Social Behaviour complaints which will form part of the toolkit which allows Pineview to better track and monitor trends and feedback from tenants on complaint handling.</p> <p>The Forum had no comments to add and were happy for the policy to be put to CoM for approval.</p>		
<b>8. Summer Outing - suggestions</b>		
<p>The Forum was again asked to think about potential destinations for the next annual summer outing for tenants.</p> <p>Consensus among forum members was that Heads of Ayr remained the first preference as the most popular destination among tenants.</p> <p>Last years trip had been very popular especially for families – cost considerations also important in terms of what Pineview is able to provide for tenants on the day and the additional food and drink provisions last year had been very well received.</p> <p>MF highlighted that consideration should be given this year to the availability of discounts for particular groups of tenants at Heads of Ayr – last year Pineview had spent money when potential savings were available.</p>		

Item Details			Lead Action By	Date Due By
<b>9. Meeting Dates to December 2024</b>				
May	Thursday 9 <sup>th</sup> May	6pm		
June	Thursday 13 <sup>th</sup> June	6pm		
July	AGM			
August	Thursday 8 <sup>th</sup> August	6pm		
September	Thursday 12 <sup>th</sup> September	6pm		
October	Thursday 10 <sup>th</sup> October	6pm		
November	Thursday 14 <sup>th</sup> November	6pm		
December	Thursday 12 <sup>th</sup> December	6pm		
<b>10. AOCB</b>				
<p>On the topic of garden maintenance and estates – RR asked for feedback from Forum members from the Waverley area on how they felt about the maintenance of estates in the area.</p> <p>MF raised that Waverlee tenants feel slightly neglected when it comes to garden maintenance – long term issues with Garden Maintenance contractor and ongoing bulk issues are a primary concern but fence repairs have been ongoing for an extended period as well which is noticeable in the area.</p> <p>RR And BK thanked MF and the Forum members for this feedback as it always useful to gauge tenant feeling on the issue and this generally matches similar feedback we have been receiving.</p> <p>RR advised that a Forum Code of Conduct may get re-introduced as it has been noted recently that this was something that had not been used for an extended period – and the policy states that Forum members should sign the code of conduct annually.</p> <p>RR and BK discussed with the Forum the possibility of introducing a mailing/consultation register as another potential route for tenant feedback. This is again an item which has been developed but not utilised. Forum members advised that they think this would be something many tenants would be interested in being a part of.</p>				
<b>11. Date of next meeting</b>				
9 <sup>th</sup> May 2024.				
Minutes agreed at meeting on 9 <sup>th</sup> May – proposed Mary Frew, Seconded Angela Temple				