

Minute of:	Pineview Housing Association Customer & Resident Forum Meeting
Date of Meeting to which Minute relates:	18 th August 2022
Prepared By:	Robert Reid
Date Prepared:	25 th August 2022
Meeting Minute to be Presented to:	22 nd September 2022

Item Details		
1.	Sederunt	
Chair of Meeting: Robert Reid		
Forum Members Present: Mary Frew Angela Temple Jeanette Murphy Josie Simpson Angela Jarvis	Apologies: None Absent: Leave of Absence:	Staff In Attendance: Robert Reid Guest Speaker/Presenter(s): Observing:

Item Details	
2.	Declaration of Interest
None	

Item Details	Lead Action By	Date Due By
3. Minute of Meeting of 16th June 2022	Minute of Previous meeting	
<p>Corrections required:</p> <p>Robert explained the minutes of the meeting from June were unfortunately not available. Robert apologised and said the minutes would be brought to the next meeting for approval.</p> <p>Matters arising:</p> <p><u>Approval:</u></p> <p>Proposed by:</p> <p>Seconded by:</p>		

Item Details	Lead Action By	Date Due By
4. Future Councillor Attendance		
<p>Summary of Discussion:</p> <p>Robert confirmed he was still in touch with our new councillors about attending the forum. All agreed that councillor attendance was a real benefit to the forum</p> <p><u>Decisions Made:</u></p> <p>Robert will keep in contact with the councillors</p>	Robert	22/09
5. Pineview Housing – Updates and Staff Changes		
<p>Summary of Discussion:</p> <p>Robert updated the panel on recent staff changes in the housing services team. Ben Keenan and Andy Cartwright have joined the team as Assistant Housing Officers on 15th August and are currently undergoing their induction into the team and the organisation.</p> <p>Derek Mayer, Housing Assistant, is leaving the organisation on 26th August and a new Housing Assistant is joining us on 5th September.</p> <p>Panel members said they had always found Derek very helpful and Robert promised to pass this on to Derek.</p> <p>The main focus for the team continues to be working on rent arrears and the panel agreed that managing the rent will be even harder for tenants over the coming months given the current economic situation.</p> <p><u>Decisions Made:</u></p> <p>Robert to pass on the thanks of the forum to Derek</p>	Robert	19/08
6. Equally Safe Drumchapel Network – Request for Feedback		
<p>Summary of Discussion:</p> <p>Robert presented the information from Equally Safe Drumchapel Network – a group working to ensure that everyone is equally safe and respected and where women and girls are free from all forms of abuse and the attitudes that encourage it.</p>		

Item Details	Lead Action By	Date Due By
<p>We have been asked to feedback as a Forum</p> <p>Following discussion – the forum would be willing to support and to publicise the group – but feel that it needs to raise its profile, perhaps through fliers or posters, as most people suffering violence or abuse will be unaware of it.</p> <p>The Forum would like to feed this back to the group and ask if there is any publicity material available or anywhere that people seeking help or advice can be sign posted.</p> <p>Decision Made:</p> <p>Robert to feedback to the Network</p>	Robert	22/09
7. Domestic Abuse Policy Review		
<p>Summary of Discussion:</p> <p>Robert informed the forum that the Domestic Abuse Policy is due for review by the Committee in September 2022 and would be coming to the forum next month. However, the review of this policy is related to the previous agenda item and for this reason, it seemed a good idea to bring the forum’s policy review forward.</p> <p>The forum discussed the aims of the policy, and Robert noted that the Domestic Abuse (Scotland) Act 2018 is now in place and a wider definition of domestic abuse is now recommended. The forum agreed that a wider definition of domestic abuse should be included in the policy.</p> <p>The forum noted that most tenants may be unaware that their Housing Association may be able to help them if they are suffering domestic abuse and recommended that this is publicised in Pineview’s newsletter and website once the policy is reviewed.</p> <p>The forum also noted that economic and other pressures can frequently lead to an increase in domestic abuse incidents and this appears to be confirmed by recent statistics.</p> <p><u>Decisions Made:</u> Forum feedback to be incorporated into the reviewed policy</p> <p>New policy to be publicised to tenants</p> <p>Robert to bring reviewed policy to October forum meeting for information</p>	Robert	<p>Sept 22</p> <p>Oct 22</p>
8. Cash for Kids, Fuel Vouchers, Food Vouchers		

Item Details	Lead Action By	Date Due By
<p>Summary of Discussion:</p> <p>Robert confirmed that the Association will be looking to access as many funding opportunities as possible over the coming months in order to maximise the support available to tenants.</p> <p>This will include Cash for Kids when funding becomes available, Robert will keep the forum informed and request ongoing input.</p> <p>Decisions Made: Robert to keep forum informed of progress</p>	Robert	Ongoing
9. Scottish Housing Regulator – Significant Performance Failures		
<p>Summary of Discussion:</p> <p>The forum looked at the information issued by the Scottish Housing Regulator on Significant Performance Failures. These are where a landlord has acted, or failed to take action, in a way which puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.</p> <p>The forum looked at the examples provided and noted that this information has to be made available to tenants.</p> <p>Decisions Made: N/A</p>		
10. Forum Estate Walkabout		
<p>Summary of Discussion:</p> <p>A walkabout of our estates has recently been held with some committee members which proved very successful.</p> <p>The Forum were asked to consider if they would like to take part in a walkabout – either to cover the main areas of the stock, or to look in detail at as specific area.</p> <p>The forum agreed to consider this</p> <p>Decisions Made: Forum to consider walkabout options</p>		

Item Details	Lead Action By	Date Due By
11. AOCB		
<p>Summary of Discussion: Future meeting dates – Robert advised that he may not be able to attend the forum on the dates agreed for October, November and December as he is hoping to be accepted on to a college course. The forum discussed whether to change the meetings to a Wednesday night or to keep the existing Thursday nights as other members of staff will be able to attend and facilitate the meetings. The initial preference of the forum is to retain the Thursday evening meeting dates which have already been planned.</p> <p><u>Decisions Made:</u> Meetings to continue on a Thursday as planned</p>		
12. Date of Next Meeting - Thursday 22nd September at 6pm		
<p>Summary of Discussion:</p> <p><u>Decisions Made:</u></p>		

Minute Approved by: Mary Frew

Seconded by: Janette Murphy

Date Approved: 22nd September 2022