

Minute of:	Pineview Housing Association Customer & Resident Forum Meeting
-------------------	--

Date of Meeting to which Minute relates:	17 th August 2023
---	------------------------------

Prepared By:	Ben Keenan
---------------------	------------

Date Prepared:	11/09/2023
-----------------------	------------

Meeting Minute to be Presented to:	14 th September 2023
---	---------------------------------

Item Details

1. Sederunt

Chair of Meeting: Robert Reid		
Forum Members Present: Mary Frew Janette Murphy Karen Royal	Apologies: Absent: Angela Jarvis, Josie Simpson, Angela Temple Leave of Absence:	Staff In Attendance: Ben Keenan Murray Landale Robert Reid Guest Speaker/Presenter(s): Councillor Paul Carey Councillor Patricia Ferguson 2 Community Police Officers

Item Details

2. Welcome and Introductions

None

Item Details	Lead Action By	Date Due By
---------------------	-----------------------	--------------------

3. Minute of Previous Meeting (16th June 2023)	Minute of Previous meeting	
--	-----------------------------------	--

Corrections required: No corrections required. Matters arising: <u>Approval:</u> Proposed by: Mary Frew Seconded by: Karen Royal		
---	--	--

Item Details	Lead Action By	Date Due By
4. Introduction to local councillors		
<p>Summary of Discussion:</p> <p>Councillors Ferguson and Carey provided general overview of main issues they encounter day-to-day and effecting tenants.</p> <ul style="list-style-type: none"> - Refuse collection causing issues. Purple bin is uplifted every 56 days if lucky. Garden waste bin = £50 uplift. - Council has had £40m taken out of budget this cycle. - Asked that gulleys be reported for maintenance to attend. - Councillors detailed Hubs project – 4 locations in Glasgow, including Drumchapel. To be located at Garscadden house adjacent to shopping centre. Hub to act as a one stop shop for local people and includes additional housing. - Councillors advised of possibility of organising a visit to the city chambers. - Ongoing issue of play park maintenance - Councillors offered to attend future forum meetings on rotational basis. 		
5. Local Community Police Team		
<p>Summary of Discussion</p> <ul style="list-style-type: none"> - Police outlined continued efforts to tackle quad bike use. - Preparations for bonfire night beginning especially with only winter fest in Glasgow to be hosted in Drumchapel. Large crowd expected. - Ongoing outreach work in the community and encouraging people to report issues. Would help with PHA tackling antisocial issues. - Suggestion of future surgeries held in PHA offices. - Police offered to come back to do information session prior to bonfire night 		
6. Pineview Housing - Updates		
<p>Summary of Discussion</p> <p>No significant updates but RR advised of positive KPI's and continued downward trend of rent arrears across the organisation – now below 6%. Continued work to increase presence within community, especially around antisocial issues and complaints responses.</p>		

Item Details	Lead Action By	Date Due By
7. D in the Park Event - Saturday 15th July 2023		
<p>Summary of Discussion:</p> <p>Forum members again outlined that this was a success and a real show of all the good work done across the community by a number of services and actors, including Pineview.</p> <p>RR advised that prizes won in draws had been delivered to those who were successful – naming the pet dog and guessing the teddy bear’s birthday.</p>		
8. Heads of Ayr – update/feedback		
<p>Forum members again emphasised how much of a success the tenant outing was. Enjoyed by everyone and great day out. Forum members very grateful for everything provided by PHA – entry, voucher, goody bags.</p> <p>Ms Frew highlighted that one thing to consider for next year’s outing would be to enquire about free entry for carer, over 60s and students etc. Approximately 8 were on this year’s outing on just one of the buses and Heads of Ayr offers free entry for carers. A lot of other venues offer something similar – so it would be a good idea to enquire about this when arranging any future outings.</p>		
9. Housing Services Satisfaction Action Plan- update		
<p>Forum members were provided with an update on the progress made with the Housing Services Action Plan which was drawn up in response to feedback offered by our customers as part of the Tenant Satisfaction Survey.</p> <p>Good progress has been made and the next actions will be to provide more information to owners and publicise the close cleaning standard to those who receive the service.</p> <p><u>Decisions Made:</u> None to be made.</p>		
10. Applicant Updates – Example of Clydebank HA		
<p>RR provided forum members with applicant update leaflet from Clydebank HA as example of model PHA may follow in the future, with</p>		

Item Details	Lead Action By	Date Due By
<p>an updated version being provided to applicants each year following the waiting list review.</p> <p>Decision made: Forum approved the model of the update.</p>		
11. Proposal for Wider Action Spending 2023-2024		
<p>RR informed forum that wider action spending had been agreed for the year and contact made with Joyce from G15 and other agencies. Approx. £1500 will be left in budget for environmental projects.</p>		
12. Date of next meetings		
<p>14th September 2023</p> <p>Open night for October</p>		
AOCB		
<p>RR brought up continuing Christmas voucher scheme – was this something the Forum felt should continue or would they rather consider something else. Continuing with vouchers was supported by forum members.</p>		
<p>The minutes were agreed at the next Forum meeting on 14th September and were proposed by Mary Frew and seconded by Janette Murphy</p>		