

<b>Minute of:</b>	Pineview Housing Association Customer & Resident Forum Meeting
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<b>Date of Meeting to which Minute relates:</b>	14 <sup>th</sup> March 2024
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<b>Prepared By:</b>	Ben Keenan and Robert Reid
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<b>Date Prepared:</b>	3 <sup>rd</sup> April 2024
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<b>Meeting Minute to be Presented to:</b>	11 <sup>th</sup> April 2024
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<b>Item Details</b>
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<b>1. Sederunt</b>
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Chair of Meeting: Robert Reid

<b>Forum Members Present:</b>  Janette Murphy Josie Simpson	<b>Apologies:</b> Angela Temple Karen Royal Angela Jarvis Mary Frew  <b>Absent:</b>  <b>Leave of Absence:</b>	<b>Staff In Attendance:</b>  Robert Reid Ben Keenan  <b>Guest Speaker/Presenter(s):</b>
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<b>Item Details</b>
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<b>2. Welcome and Introductions</b>
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Everyone introduced themselves and Robert welcomed them to the meeting.

<b>Item Details</b>	<b>Lead Action By</b>	<b>Date Due By</b>
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<b>3. Minutes of Previous Meeting (8<sup>th</sup> February 2024)</b>	<b>Minute of Previous meeting</b>	
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Corrections required:  None		
Matters arising:  None		
<b>Approval:</b>		

Item Details	Lead Action By	Date Due By
Proposed by: <b>Janette Murphy</b> Seconded by: <b>Angela Jarvis (at home visit after meeting)</b>		
<b>4. Matters arising from previous meeting</b>		
None		
<b>5. Councillor updates</b>		
No councillors were present at the meeting. BK will reach out to Councillor Ferguson for the next meeting. Will also reach out to police to attend next meeting.		
<b>6. Pineview updates</b>		
<p>House visits - RR and BK reminded Forum of ongoing program of house visits over next two years. Forum members were provided with some recent examples of positive outcomes of home visits. Forum members brought up query about sheds and summerhouses. BK advised these are fine to have but are the tenant's responsibility.</p> <p>JM advised she was very happy with the way in which her house visit was conducted by Sinead.</p> <p>Rent Increase – RR and BK reminded tenants of rent increase beginning 1/4/24. All letters have been delivered within timescale and all tenants have now been informed of their new rent.</p> <p>Fuel Vouchers - RR advised that fuel voucher referrals were still being taken and hoped to have the vouchers issued within the next month.</p> <p>RR provided ongoing update on recent actions in response to Committee priorities.</p> <ul style="list-style-type: none"> <li>- Ongoing debt management work to ensure rent accounts are managed effectively and the current high level of debt is reduced.</li> </ul>		

Item Details	Lead Action By	Date Due By
<ul style="list-style-type: none"> <li>- New Grounds Maintenance contractor being arranged and new bulk procedure in place for ECT. Hopeful of improved and noticeable results</li> <li>- Ongoing work for both maintenance/post inspections and property inspections schedule. Target to reach 144 home visits by end of March.</li> </ul> <p>Further updates will be provided at next meeting and throughout the year.</p>		
<b>7. Estate Management Policy - Review</b>		
<p>The Forum reviewed the Estate Management Policy and noted the main aim of the policy which is set out how we will manage the environment around our properties and any common areas, to ensure that the neighbourhood is an attractive, well maintained, safe and secure place to live.</p> <p>Robert noted that one of the features of effective Estate Management is making sure that residents understand their obligations in relation to taking care of their properties and the surrounding environment.</p> <p>The Forum noted that permission must be obtained for sheds and garages and felt that this should also apply to summerhouses and other installations which are becoming more frequent.</p>		
<b>8. Rechargeable Repairs Policy - Review</b>		
<p>The Forum reviewed the rechargeable repairs policy and discussed what is normally re-charged to the tenant. The Forum members felt the policy has the right balance – for example we would charge for the damage caused by a justifiable police raid, but not for a welfare check that had arisen out of concern for the tenant and would not necessarily charge for a one-off incident such as a grandchild accidentally breaking a window.</p> <p>The Forum had no other comments to make on the policy.</p>		
<b>9. Tenant Participation Policy - Review</b>		
<p>The Forum reviewed the Tenant and Customer Participation Policy, noting its aims. The Forum reviewed the section relating to the Role of the Customer Forum and did not feel that any amendments were needed.</p> <p>The Forum noted that the policy states that Forum members will sign a code of conduct annually and noted that this has not been recently carried out.</p>		

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<b>10. Summer Outing - Suggestions</b>																																									
Forum advised they had been happy with last year's destination of Heads of Ayr Farm and could not think of any other suggestions at this time. Will revisit the issue at the next meeting																																									
<b>11. Meeting Dates to December 2024</b>																																									
Agreed to host meetings on the second Thursday of every month.																																									
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<b>12. AOCB</b>																																									
JS raised issue of fence repairs following storm damage. BK advised that repairs had commenced, and delay was due to insurance factors. Would pursue fencing in Waverley area with GW																																									
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<b>14. Date of Next Meeting</b>																																									
<p>11<sup>th</sup> April 2024 at 6pm</p> <p>Minutes agreed at meeting on 11<sup>th</sup> April 2024 – proposed by Janette Murphy. Seconded by Josie Simpson post meeting.</p>																																									