

Minute of:	Customer Forum
Date of Meeting to which Minute relates:	11th June 2025
Prepared By:	Robert Reid
Date Prepared:	8 th August 2025
Meeting Minute to be Presented to:	13 th August 2025

Item Details		
1.	Sederunt	
Chair of Meeting: Robert Reid		
Forum Members Present: Josie Simpson Mary Hope Maureen Brennan Angie Temple Janette Murphy	Apologies: Angela Jarvis Karen Royal Absent: Leave of Absence:	Staff In Attendance: Robert Reid Sinead Sharkey Guest Speaker/Presenter(s): Observing:

Item Details		
1.	Ramblers Association	
<p>Jeannie Cranfield from the Ramblers Association met with the Customer Forum to discuss the regeneration of the Drumchapel Way.</p> <p>Jeannie explained that the Association are keen to encourage local walking groups and sought feedback from the Forum members on what areas they used to walk in and what areas they felt local residents would use.</p> <p>A lively discussion was held with the Forum members who offered feedback on various locations and on what might be needed to encourage people to use these areas for walking.</p>		

Item Details		
2.	Summer Outing Update	
Robert confirmed that insufficient interest has been registered to support the cost of a coach trip to Largs this year.		

Item Details		
<p>The Summer outing to Heads of Ayr Farm Park will go ahead as planned on Friday 1st August 2025 and all residents who had expressed an interest in the Largs trip will be offered the chance to come to Heads of Ayr instead.</p> <p>Customer Forum members expressed disappointment that the Largs trip is not going ahead.</p> <p>.</p>		
4.Minutes of the Previous Meeting (14th May 2025)		
<p>The minutes of the previous meeting on 14th May were read and checked by the Forum members</p> <p><u>Decisions Made:</u> The minutes were agreed by the Forum, proposed by Mary Hope and seconded by Maureen Brennan</p>		
5. Matters Arising from the Previous Minutes		
<p>The matter of the kitchen cupboards at Jedworth Avenue has not yet been resolved.</p> <p><u>Decisions Made:</u> Matters not previously followed up to be resolved</p>		
6. May Committee of Management Meeting - Feedback		
<p>Robert thanked the Forum members who had attended the CoM meeting in May.</p> <p>Forum members confirmed that they had enjoyed the evening and felt it was an interesting meeting.</p> <p>Robert confirmed the CoM were pleased to see so many Forum members in attendance and are keen to make sure that there is good communication between the Forum and the Committee.</p>		

Item Details		
7. Pineview Housing Update		
<p>Robert advised that the team are continuing to work on arrears, re-letting times and tenancy and estate management.</p> <p>The audit of our estate management service took place in May and was successful, with the auditors providing “substantial” assurance to the Committee on estate management.</p> <p>The housing team are working closely with the Estate Caretakers and are now taking more robust action on “estate based” tenancy breaches, including untidy gardens, unauthorised alterations and not living in the property.</p> <p>Several tenants have now had a Notice of Proceedings (NOP) served for breaches other than rent arrears.</p> <p><u>Decisions Made:</u> Forum to be kept informed of progress</p>		
8. Anti-Social Behaviour Policy Review		
<p>Robert outlined the main purpose of the Anti-Social Behaviour policy – which is to set out the Association’s Policy in respect of anti-social behaviour and provide a framework within which incidents of anti-social behaviour will be managed.</p> <p>The aim of the policy is ensure that residents ae able to enjoy peaceful occupation of their properties.</p> <p>Robert outlined the 3 categories of anti-social behaviour, noting that most, though not all, of our cases are category C – which are lower-level anti-social behaviour cases such as one-off noise or neighbour disputes.</p> <p>Robert noted that the Forum had been provided with a summary of our anti-social behaviour cases recently as part of the preparation for the audit and noted that no material changes were being proposed to the policy.</p> <p><u>Decisions Made:</u> Forum members were happy for the policy to go to CoM for approval.</p>		
9. Tenancy Management Policy - review		
<p>Robert outlined the main purpose of the Tenancy Management Policy, which details what kind of tenancies we will offer and how these tenancies will be managed.</p>		

Item Details		
<p>The Forum looked through the policy and Robert highlighted an issue with successions – where tenants are not informing us of partners or family members living with them, which is causing difficulties if the tenant passes away.</p> <p>The Forum had no further questions on the policy.</p> <p><u>Decisions Made:</u> Forum members were happy for the policy to go to CoM for approval.</p>		
10. Asbestos Policy – review		
<p>Robert outlined the main points of the policy and the importance of having the policy in place and being vigilant for asbestos</p> <p>Forum members agreed that this is an important policy and, as no material changes are proposed, were happy for the policy to go to Committee.</p>		
11. Dates of Next Meetings		
<p>No meeting in July – dates for future meetings were set as'</p> <ul style="list-style-type: none"> • August 13th • September 10th • October 8th • November 12th • December 10th • February 11th <p><u>Decisions Made:</u> Dates for the rest of the year set</p>		

Minute Approved by: Mary Hope

Seconded by: Josie Simpson

Date Approved: 13th August 2025