

Minute of:	Customer Forum
Date of Meeting to which Minute relates:	13 th August 2025
Prepared By:	Ben Keenan and Robert Reid
Date Prepared:	2 nd September 2025
Meeting Minute to be Presented to:	10 th September 2025

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

Item Details	
1.	Welcome and Introduction
BK and RR welcoimed the Forum members to the meeting following the summer break in July.	

Item Details			
2.	Summer Outing Update		
The minutes of the previous meeting on 11 th June were read and checked by the Forum members			
3.	Matters Arising from the previous minutes (13th August 2025)		
The minutes of the previous meeting on 11 th June were read and checked by the Forum members.			
Members expressed an interest in knowing the outcomes from the consultation carried out by the Ramblers Association, after their attendance at the last meeting.			

Item Details		
A forum member confirmed that no one has been to see their kitchen despite it being mentioned at previous meetings. <u>Decisions Made:</u> The minutes were agreed by the Forum, proposed by Mary Hope and seconded by Josie Simpson		
4. Summer Outing Feedback		
The Forum members advised that they felt it had been “a great day and especially for the kids.” Mary Hope had been the only forum member to attend the away day and said she was very pleased with the weather, the whole day, the organisation and the overall enjoyment of all the tenants. BK and RR also thanked Mary for once again proving to be an excellent organiser and providing assistance in gathering feedback from other tenants. Pineview was pleased with the day and was grateful for the co-operation of all tenants and thankful for the lovely weather. A great day was had by all! <u>Decisions Made:</u> Note positive feedback for reporting and highlighting to staff		
5. Donations		
The Forum members were consulted on their support for proposed spending allocation of Pineview’s Charitable Donations budget. The Forum agreed to several donations to several local charities as noted below: - £250 to G15 youth project - to provide vouchers for toiletries, perhaps them having the vouches to give out to any young person needing to access toiletries or enabling G15 to purchase the items and give when needed. Looking to see if Customer forum would like to support this from the donations fund. Forum members were happy to agree and noted that is may be easier for young people to ask for things they need when they are provided by someone they trust.		

Item Details		
- £250 to Drumchapel 3D – they receive funding through fundraising, looking for some donation to help towards delivering free services. Donation agreed. - £250 to Drumchapel Cycle Hub – Hosting a family event 31st August recently registered as a charity first time donating to this charity and local. How much to donate? They will be doing free goody bags and medals at the event. Donation agreed. - Foodbank donations - Forum agreed they would be in favour of Pineview continuing annual fundraising for local Drumchapel foodbank - Breast cancer awareness – Forum advised they would be in favour Pineview continuing fundraising efforts and raising awareness - Pensioner Christmas vouchers - Forum agreed they support the continued provision of Christmas vouchers to older tenants due to the ongoing cost of living crisis and the difference these vouchers can make to tenants lives		
6. Pineview Housing Update		
RR and BK provided an overview of recent Pineview activity and updates other than the away day. BK advised that with housing services now in a good position and ensuring arrears continue their downward trend there has been an ability to ensure a wider focus on estates and estate management enforcement for problem gardens/properties Forum queried whether Pineview has been able to develop any local partnerships with contractors or handymen who may be able to assist with garden maintenance for tenants who are unable to themselves. RR and BK advised Pineview is always open to new partnerships that can support tenants alongside Pineview's aims to develop and improve the community in general. We are happy with our new garden contractor. The council no longer provides grass cutting services. Where possible we have provided assistance to those tenants where it is outlined in their tenancy. Our ECT team also has equipment which can be used to assist with garden maintenance, but this is mainly on a case-by-case basis RR updated Forum on recent email from GCC that close bin arrangements may be changing and new external bin areas will be in place. This will be conducted by areas/regions at a time with Drumchapel scheduled for next year. <u>Decisions Made:</u> Updates on Pineview activity to be provided at next meeting		

Item Details		
7. Void Management Policy Review		
RR took the Forum through the Void Management Policy, which is due for review. RR explained the purpose of the policy is to ensure that empty properties are occupied as quickly as possible, whilst ensuring that properties are brought up to a good standard for new tenants. The Forum agreed that they were happy with the wording and Policy in general and happy for it to be put forward to Committee <u>Decisions Made:</u> Forum members were happy for the policy to go to CoM for approval.		
8. Abandonment Policy - review		
Robert outlined the main purpose of the Abandonment Policy, which details how the Association manages and/or approaches abandoned or suspected abandoned properties. The Forum queried what Pineview may do in cases where someone may be paying the rent but not staying in the property. RR and BK outlined that while this is taken into consideration, a condition of your tenancy is to use a property as your only or principal home and so we would still conduct an investigation and make sure we had established the full circumstances of each individual case before taking action. In some cases, issuing warning letters or notices about potential abandonment can result in tenants contacting and engaging with us which is useful in the long run but wherever possible we seek to support and sustain tenancies. It is crucial that a full and thorough investigation is carried out to avoid any possibility of ending a tenancy incorrectly. <u>Decisions Made:</u> Forum members were happy for the policy to go to CoM for approval.		
9. Domestic Abuse Policy – review		
Robert outlined the main points of the policy and the importance of having the policy in place in order to ensure that cases or victims of domestic abuse were provided with the platform to be supported and listened to. Forum members agreed that this is an important policy but asked if there were any specific training that could be provided to Housing Services staff as such cases can be traumatic even for those dealing with them within Pineview.		

Item Details		
RR advised training was an area of focus and wherever suitable courses were identified staff could either voluntarily attend or be asked to attend for their own development. The Forum members also asked that elements or information on the policy be added to the general tenant handbook so that it was readily available to tenants who may not otherwise be aware that there was a dedicated policy for these cases and may not be aware that Pineview could help them.		
10. Estate Management – Grading of Estates		
RR updated the Forum on progress towards reviewing its use of the 3CX internal software system with the plan to make best use of the system across key areas of performance. A longer-term ambition is that during the year, Pineview is in a position to notify tenants when a close has been cleaned and ask for feedback from tenants. This would follow a similar process to repairs feedback. Tenants would be asked to grade the close on a range of performance areas including overall cleanliness, window cleaning and tidiness. Initially, the closes will be graded by the Housing Officers carrying out the inspections. We are intending to have three categories of close • Excellent • Good • Unsatisfactory Five elements of each close will be graded • Close cleaning • Bulk and litter (internal and external) • Approach, surround and garden areas • Bins, bin sheds and bin areas • Windows and doors (internal and external) To achieve a rating of “excellent”, all five elements must be excellent. To achieve a rating of “good”, all five elements must be good. If one or more element is “unsatisfactory”, the close will be rated as “unsatisfactory.” This should allow us to measure progress and to ensure that standards are raised and maintained. Forum members were fully supportive of this approach and were keen to ensure that it is explained to the wider resident base in a way that is easy to understand.		

Item Details			
<u>Decisions Made:</u> Forum to be kept updated on progress.			
11. Joyce and Karen attending September meeting – to present Pineview’s Draft Annual Assurance statement and discuss it with Forum members			
12. AOCB No items raised			
13. Dates of next meeting			
No meeting in July – dates for future meetings were set as’ • September 10th • October 8th • November 12th • December 10th • February 11th <u>Decisions Made:</u> N/A			

Minute Approved by: Mary Hope

Seconded by: Josie Simpson

Date Approved: 10th September 2025