

Report To:	Customer Forum Meeting
Agenda Item:	Minute of Customer Forum Meeting of Wednesday 10 th December 2025 held in Pineview HA office 5 Rozelle Avenue
Prepared By:	Sinead Sharkey – Housing Services Officer
Date Issued:	4 th February 2026
Meeting Date to be considered at:	11 th February 2026 at 6.00pm – Pineview Office & MS Teams as may be required

1. Sederunt

P = In Person, T = On MS Teams

Present: Josie Simpson (JS) Mary Hope (MH) Maureen Brennan (MB) Janette Murphy (JM) Angie Temple (AT)	P P P P P	Apologies Received: Absent without apologies: None Leave of Absence: None	Staff In Attendance: Sinead Sharkey (SS) Isobel Ferguson (IF) Guest Speaker/Presenter(s): None Observing: None	P P P
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Meeting started 6.00pm.

Meeting Chair – Sinead Sharkey

The Chair welcomed everyone to the meeting.

Item Details

1. Welcome and Introduction

SS Welcomed everyone to the meeting.

Item Details

2. Minutes of Previous Meeting (12th November 2025)

Previously distributed to Forum on 8/12/25.

Item Details	Lead:	Due:
3. Matters arising from the previous minutes		
Minutes agreed as an accurate record and no issues raised. Decisions Made: Standing Action – Minutes of previous meeting to be issued to FCS within two days of being agreed to be published on website	Chair	
4. Charitable Donations		

Item Details	Lead:	Due:
<p>IF went over donations made throughout the year and advised that Customer Forum currently have £500 remaining on the budget to be used by March 2026. IF discussed where they wanted this to be spent and Forum agreed it should be split evenly between the Drumchapel Foodbank and the G15 Pantry.</p> <p><u>Decisions Made:</u></p> <p>After discussion amongst forum it was agreed that remaining £500 should be split evenly with £250 each going to Drumchapel Foodbank and G15 Pantry</p>	IF	Complete
5. Pineview Housing Update		
<p>SS Confirmed that information leaflets were distributed to every household containing a mini estate action plan and what we do section</p> <p>SS Confirmed TSS were onsite conducting satisfaction survey which commenced 8/12/25</p> <p>SS Confirmed Rent Survey would be commencing in the New Year</p>		
6. Activity Tracker – Approval/comments		
<p>SS went through items on activity tracker which has been implemented.</p> <p>Fridges – SS advised that fridges have to be uplifted in batches as have to be taken to Shieldhall. SS to follow up with ECT to check status on next fridge run</p> <p>Ladyloan Paintworks – No update yet received from GW as to when external paintworks due for Ladyloan. Update to be provided at next meeting</p> <p>Bike at back of 52 Jedworth – SS confirmed this will be removed by ECT during next Pinewood Uplift</p> <p>Estates and Close Grading– SS confirmed that this had commenced in November and working well so far</p>	<p>SS</p> <p>GW</p> <p>ECT</p>	<p>Before Minutes and tracker issued on 4/02/2026</p> <p>Before Minutes and tracker issued on 4/02/2026</p> <p>16/12/2025</p>

Item Details	Lead:	Due:
<p>Estates & Bulk – SS confirmed ongoing issues with access to Dawsholm but office staff and ECT been working to clear as much bulk as possible and deal with any tenancy issues. Forum commented on how pleased they were and areas are looking much better</p>		
<p>Void Attendance – SS Advised we are just waiting for a void to be returned to invite forum members to inspection.</p>	PHA Staff	
<p>Domestic Abuse Training – SS Advised awaiting BK booking in</p>	BK	Before Minutes and tracker issued on 4/02/2026
<p>Forum Attendance and membership – Ongoing with staff asking tenants if they would like to join. BK to make contact with Owner at Peel Glen Road</p>	PHA Staff	
<p>Charter Reports – SS Advised release not likely until Feb 2026</p>		
<p>Pantry Housing Surgeries – PHA continuing to attend surgeries but advised forum there has not been much interest/ uptake in service by pantry visitors</p>	PHA Staff	
<p>Drumchapel Community Council – MB informed that she did not attend previous meeting and is happy to attend upcoming meeting. KB to contact council to see if they would like representative from PHA to attend also. Still awaiting feedback.</p>	KB	Before Minutes and tracker issued on 4/02/2026
<p>Kilcloy Ave Back Garden – BK to attend and provide update before next forum meeting</p>	BK	Before Minutes and tracker issued on 4/02/2026
<p>Peel Glen Gardens Flooding – GW & ML to provide update following capping information provided to MWA after meeting on 19/11/25</p>	GW/ML	Before Minutes and tracker issued on 4/02/2026
<p>Springside Gardens Driveway – SS Confirmed still experiencing difficulties with contractors taking on the job due to the size. ML & GW chasing contractors for quotes on other options. Forum advised slabbing was removed from another property previously as it was not suitable</p>	GW/ML	Before Minutes and tracker issued on 4/02/2026

Item Details	Lead:	Due:
<p>Blocked Drains at Peel Glen Road/ Gardens & Drummore Road – SS advised that BK has reported these blocked drains to GCC and has requested a joint visit. GCC have advised someone will attend within two weeks</p> <p>Estate Walkabout Rota – SS advised HS staff were proposing to set this rota on a quarterly basis and that forum members just attend whichever ones they can manage. Forum were happy with this. Rota to be produced for next meeting</p> <p><u>Decisions Made:</u> Update on next fridge dump run to be provided Update to be provided Re External Ladyloan Paintwork Bike at 52 Jedworth to be removed Voids-Contact Forum to arrange visit couple voids Domestic Abuse Training – BK to book in Update on DCC attendance to be sought by KB Update to be provided re Kilcloy Avenue back garden Update to be provided re Peel Glen flooding Update to be provided re Springside Gardens Driveway BK to attend joint visit with GCC re blocked drains Rota to be produced re estate walkabouts with forum</p>	<p>BK</p> <p>HSOs</p>	<p>24/12/2025</p> <p>Before Minutes and tracker issued on 4/02/2026</p>
7. Rent Increase 2026-27		
<p>MH queried if answer had been found as to why her rent is different from her neighbours who is in same size and type of property. IF confirmed that she would look into this and get definitive answer</p> <p><u>Decisions Made:</u> IF to check and see why rent amount differing</p>	<p>IF</p>	<p>4/2/26</p>
8. AOCB		
<p>Forum advised that tracker writing was too small and green colour was difficult to read through. SS advised would look at tracker to ensure it meets equalities standard</p> <p><u>Decisions Made:</u> SS to update tracker font size and colour</p>	<p>SS</p>	<p>Before Minutes and tracker issued on 4/02/2026</p>

Item Details	Lead:	Due:
<div style="background-color: #FFC0CB; height: 60px; width: 100%;"></div>		
9. Dates of next meeting		
<ul style="list-style-type: none"> • February 11th • March 11th • April 8th 		

Minute Approved by: Mary Hope

Seconded by: Maureen Brennan

Date Approved: 11th February 2026