

Report To:	Customer Forum Meeting
Agenda Item:	Minute of Customer Forum Meeting of Wednesday 11 th February 2026 held in Pineview HA office 5 Rozelle Avenue
Prepared By:	Ben Keenan – Housing Services Officer
Date Issued:	4 th March 2026
Meeting Date to be considered at:	11 th March 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) Angie Temple (AT) – remotely	P P P P P	Apologies Received: Janette Murphy (JM) Absent without apologies: None Leave of Absence: None	Staff In Attendance: Ben Keenan (BK) - Chair Joyce Orr (JO) Guest Speaker/Presenter(s): Councillor Anne McTaggart 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

BK Welcomed everyone to the meeting.

Item Details

2. Minutes of Previous Meeting (10th December 2025)

Approved

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. Councillor welcome and Updates		
Councillor McTaggart attended the meeting and was welcomed by Forum members.		

Item Details	Lead:	Due:
<p>The Forum members asked councillor McTaggart for any update on the £1m funding that was awarded to be split between local wards. Councillor McTaggart advised that no final decisions had been made and consultation process was ongoing. Advised that Johnny Pickering would be best placed to inform on future updates.</p> <p>Councillor McTaggart advised JO that she would be happy to attend future Druncog Senior Officer meetings</p> <p>Councillor McTaggart advised she would follow up with a full timetable outlining the planned process for roll out of communal bins replacing back court bin store and which bin stores/blocks would be effected. Eddie Scanlon is leading on matter for GCC – to be invited to next meeting.</p> <p>Forum members and BK outlined the repeated issue of drains being blocked on Peel Glen Road. Councillor McTaggart advised she would review when they were last cleared and feedback on future plans/next steps to resolve the issue</p> <p>BK outlined the repeated issue of contaminated bins being left in public areas and it being left to PHA estates team to remove these. Asked Councillor McTaggart to provide dedicated contact to escalate such issues</p> <p>Forum highlighted the issue of on-street parking and residents being blocked by cars. Councillor McTaggart requested that the relevant streets where this occurs be reported and she can follow up within GCC</p> <p><u>Decisions Made:</u></p> <p>No decisions made but councillor McTaggart will follow up with BK on several issues highlighted for further info/detail</p>		
5. Pineview Housing Update		
<p>Forum discussed the recent rent consultation and it was again reiterated that 4.8% has been agreed as the rent increase for 26/27</p> <p>Initial general feedback from TSS was given. Awaiting full results but initial headlines are extremely positive. Full report to be published when results received and reviewed for strategy to be developed as part of response</p> <p>JO provided overview of recent staff recruitment process – HSO recruitment now complete with CG and SS to be in post permanently from 1/4/26. HA maternity cover recruitment underway for someone to cover for JO while she is off.</p> <p>Pantry – JO advised forum that Druncog Senior Officers have agreed that due to lack of uptake within the community the local HA's will no longer be attending the pantry on a fortnightly basis. This is to allow a</p>		

Item Details	Lead:	Due:
<p>better allocation of resources amongst organisations to best serve tenants. This decision will be reviewed if/when the NIIF funding is implemented and any new community hub is developed where support services such as the pantry can be more centrally based within a wrap around service provision centre.</p>		
6. Activity Tracker – Approval/comments		
<p>BK went through items on activity with the Forum</p> <p>Activity Tracker updated to reflect ongoing/complete or out of time items.</p> <p><u>Decisions Made:</u> Peel Glen Gardens flooding issue – awaiting final decision from MWA on next steps Springside Gardens Driveway – get contractor out and agree works to be done to resolve issue which are reasonable. Even if it is a repeated temporary fix as the ground will continue to blister over time. IF will collate charter reports and bring to next available forum meeting HS to agree on next void and offer opportunity for Forum to attend HS have agreed action plan to raise awareness and increase membership of forum and committee Garden competition – categories to be agreed at next meeting for roll out ahead of Summer months Johnny Pickering to be invited to future Forum meeting to provide full update on NIIF All complete items to be hidden from view on future tracker updates</p>		

Item Details	Lead:	Due:
7. Value for Money Statement		
<p>Approved</p> <p><u>Decisions Made:</u></p> <p>To be brought to next CoM meeting</p>		
8. Policy Review Schedule		
<p>Forum shown policy review schedule. Forum happy with this but asked for it to be made bigger and for only relevant or upcoming policies to be shown</p> <p><u>Decisions Made:</u></p> <p>To update policy review schedule with agreed adaptations relevant to Forum</p>		
9. AOCB		
<p>A forum member raised an issue with discarded bins which will be followed up by a member of the HS team</p>		
10. Date of Next Meeting		
<p>11th March 2026</p> <p><u>Decisions Made:</u></p>		

Minute Approved by: Mary Hope

Seconded by: Angie Temple

Date Approved: 11/03/2026