

<b>Report To:</b>	Customer Forum Meeting
<b>Agenda Item:</b>	Minute of Customer Forum Meeting of Wednesday 11 <sup>th</sup> March 2026 held in Pineview HA office 5 Rozelle Avenue
<b>Prepared By:</b>	Caitlin Gillespie – Housing Services Officer
<b>Date Issued:</b>	1 <sup>st</sup> April 2026
<b>Meeting Date to be considered at:</b>	8 <sup>th</sup> April 2026 at 6.00pm – Pineview Office & MS Teams as may be required

<b>1. Sederunt</b>
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P = In Person, T = On MS Teams

<b>Present:</b> Josie Simpson (JS) Mary Hope (MH) Maureen Brennan (MB) Angie Temple (AT) Janette Murphy (JM)	P P P P P	<b>Apologies Received:</b> None	<b>Staff In Attendance:</b> Caitlin Gillespie (Minute taker) Isobel Ferguson Mandy Kemp	P  P P
		<b>Absent without apologies:</b> None	<b>Guest Speaker/Presenter(s):</b> None	
		<b>Leave of Absence:</b> None	<b>Observing:</b> None	

Meeting started 6.00pm.

Meeting Chair – Caitlin Gillespie

The Chair welcomed everyone to the meeting.

<b>Item Details</b>
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<b>1. Welcome and Introduction</b>
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CG Welcomed everyone to the meeting.

<b>Item Details</b>
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<b>2. Minutes of Previous Meeting (11<sup>th</sup> February 2026)</b>
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Approved by MH and seconded by AT

<b>Item Details</b>	<b>Lead:</b>	<b>Due:</b>
<b>3. Matters arising from the previous minutes</b>		
Minutes agreed as an accurate record and no issues raised.	Chair	13/03/2026
Decisions Made: Standing Action – Minutes of previous meeting to be issued to FCS within two days of being agreed to be published on website		

Item Details	Lead:	Due:
<b>4. Activity Tracker</b>		
<p>CG went through items on the activity tracker and this has been updated to reflect discussions at meeting.</p> <p><u>Decisions Made:</u>            GW and ML to provide update for next meeting on Peel Glen Gardens flooding            ML to get quote for Springside Gardens driveway issue from contractor Pineview continuing to use skips for bulk items with closure of Dawholm for 20 days from 23<sup>rd</sup> March            Forum invited to attend future void            Forum to attend estate inspections            Pineview to arrange Domestic Abuse Training – BK to provide update at next meeting            Pineview to continue promoting Customer Forum to encourage new members to join – via sign-ups, settling in visits, house inspections website, social media etc.            Charter Reports – forum reviewed other charter reports and discussed the format for Pineview to consider going forward. IF to bring some examples in May/June time.            PHA attendance at the pantry to be reviewed when NIIF funding decision has been made.            Garden competition photos to commence and categories decided and to be shared in the spring newsletter.</p>	<p>ML and GW</p> <p>ML</p> <p>Housing Services BK</p> <p>Housing Services</p> <p>IF</p> <p>Housing Services Housing Services</p>	<p>08/04/26</p> <p>08/04/2026 Ongoing</p> <p>April 2026 April 2026 April 2026</p> <p>Ongoing</p> <p></p> <p>Spring 2026</p>
<b>5. Pineview Housing Update</b>		
<p>CG informed Forum of staffing updates including CG and SS being promoted to Permanent Housing Services officers as of April 1<sup>st</sup> 2026.</p> <p>CG informed customer forum that a new Housing Assistant will be joining Pineview at the end of March to cover Joanne’s maternity leave.</p> <p>The forum were also advised that we will be recruiting externally and internally for the Assistant Housing Services Officer post due to the internal promotions and that this will be taking place in the coming months.</p> <p><u>Decisions Made:</u> None</p>		
<b>6. Charitable Donations and Wider Actions Update</b>		
<p>IF and CG advised the forum that the new budget of £2500 for charitable donations will come into effect from 1<sup>st</sup> April 2026 and asked forum to think about what donations they would like to make in the new financial year.</p> <p>IF advised that CHAS had put out a request for donations and asked the forum if they would consider. Customer Forum agreed that they would prefer for charitable donations to be used for local charities in the area rather than bigger charity organisations.</p>		

Item Details	Lead:	Due:
<p>CG updated the customer forum on donations from the remaining wider action budget which will be going to;  The Cycle Hub to contribute towards bus costs which will reduce their costs per head for the easter cycling club.  Growchapel to fund some communal compost.  Drumchapel High to assist with furniture and sensory items for the Sanctuary Room.</p> <p>JS and MH asked if the school would use their own resources to make things like furniture, cushions etc as this would be good use of internal resources to create their own items for the Sanctuary Room.</p> <p><u>Decisions Made:</u>  CG will follow up r.e Sanctuary room and ask if school will be making use of own resources.  Donationss to be made to cycle hub and growchapel and Drumchapel high  Customer Forum to bring suggestions for Charitable Donations</p>	CG	31/03/2026  8 <sup>th</sup> April 2026
<b>7. Summer Outing</b>		
<p>IF asked the customer forum to consider where they would like to propose for this years summer outing.</p> <p>MH suggested the Five Sisters Zoo  MB suggested Blair Drummond – IF advised that this has been looked into before and the cost may be too high given the increase in bus costs recently. MB also suggested New Lanark as there is different things for people to do here.</p> <p>Customer Forum were asked to bring some suggestions to the April meeting.</p> <p><u>Decisions Made:</u>  Suggestions to be brought to April meeting</p>	Forum members	8 <sup>th</sup> April 2026

Item Details	Lead:	Due:
FCS to look at options for costing and bring to April meeting	IF	
<b>8. Garden Competition</b>		
<p>CG advised that the housing services team will begin taking pictures for the garden competition soon as we are coming into Spring. The customer forum were asked to think of what categories they would like to consider and agreed on;</p> <p>Pot Luck/Window Boxes Most Colourful Best Ornaments (for those without grass)</p> <p><u>Decisions Made:</u></p> <p>Garden Competition categories decided and housing services staff to begin taking photographs of gardens.</p>	Housing Services Team	May 2026
<b>9. AOCB</b>		
<p>MB highlighted ongoing estate management concerns. IF suggested that MB contact the office to speak to the staff member directly to discuss the matter. CG to follow up with housing services.</p>	CG	8th April 2026
<b>10. Date of Next Meeting</b>		
<p>8<sup>th</sup> April 2026</p> <p><u>Decisions Made:</u></p>		

Minute Approved by: Mary Hope

Seconded by: Angie Temple

Date Approved: 8/4/26