

Report To:	Customer Forum Meeting
Agenda Item:	Minute of Customer Forum Meeting of Wednesday 8 th April 2026 held in Pineview HA office 5 Rozelle Avenue
Prepared By:	Sinead Sharkey – Housing Services Officer
Date Issued:	1 st May 2026
Meeting Date to be considered at:	13 th May 2026 at 6.00pm – Pineview Office & MS Teams as may be required

1. Sederunt

P = In Person, T = On MS Teams

Present: Mary Hope (MH) Maureen Brennan (MB) Angie Temple (AT) Janette Murphy (JM)	P P P P P	Apologies Received: Josie Simpson (JS)	Staff In Attendance: Sinead Sharkey (Minute taker) Karen Byrne	P P P
		Absent without apologies: None	Guest Speaker/Presenter(s): None	
		Leave of Absence: None	Observing: None	

Meeting started 6.00pm.

Meeting Chair – Karen Byrne

The Chair welcomed everyone to the meeting.

Item Details

1. Welcome and Introduction

KB Welcomed everyone to the meeting.

Item Details

2. Minutes of Previous Meeting (11th March 2026)

Approved by MH and seconded by AT

Item Details	Lead:	Due:
3. Matters arising from the previous minutes		
Minutes agreed as an accurate record and no issues raised.	Chair	10/04/2026
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:
4. Activity Tracker		
<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> MH showed pictures of flooding at 14 Peel Glen Gardens and how condition has worsened. BK/ML/GW to seek update from MWA. KB to attend site visit with GW/ ML 12/4/26 KB advised she would attend site visit at 3 Springside Gardens with GW and contractor Pineview continuing to use skips for bulk items with closure of Dawsholm for 20 days from 23rd March. KB advised she would check areas while out on site SS advised we have selected an upcoming void for forum to attend void inspection. SS will contact forum when keys are due to be returned. Pineview to arrange Domestic Abuse Training – BK still trying to confirm suitable training date 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 –IF to bring some examples to May meeting Drumchapel council – next meeting 13/4/26 at community centre at 6pm. Elspeth Kerr is secretary and would like PHA to attend. KB advised we would look in to possible attendance</p>	<p>ML/GW/ KB</p> <p>KB/ GW</p> <p>KB</p> <p>SS</p> <p>BK</p> <p>Housing Services IF</p> <p>KB</p>	<p>12/04/26</p> <p>10/04/2026</p> <p>12/4/26</p> <p>May 2026</p> <p>ongoing</p> <p>Ongoing 13/5/26</p> <p>13/4/26</p>
5. Pineview Housing Update		
<p>SS went over the results of the tenant satisfaction survey. Forum were pleased with results.</p> <p><u>Decisions Made:</u> None</p>		
6. Customer Care Charter		
<p>Forum covered Customer Care Charter, MH noticed issue with dates of forum meeting and KB noted to update.</p> <p>This brought about discussion about potential for alternating times for forum meetings between afternoons and evenings. Staff to discuss timings with potential new forum meetings and KB to look in to alternating times.</p> <p><u>Decisions Made:</u> KB look in to potential for alternating between afternoons and evenings Staff to discuss with any potential new members if this change would encourage them to join</p>	<p>KB HS</p>	<p>May 2026 Ongoing</p>

Item Details	Lead:	Due:
7. Summer Outing		
<p>Forum had not yet brought more ideas to this meeting. Asked for them to consider ideas for May meeting.</p> <p><u>Decisions Made:</u></p> <p>Suggestions to be brought to May meeting FCS to look at options for costing and bring to May meeting</p>	<p>Forum members IF</p>	<p>13/5/26</p>
8. Garden Competition		
<p>SS asked for clarification on the categories for the competition;</p> <p>Pot Luck = plant pots/ window boxes (grass or not) Most Colourful = grass or not Best Ornaments = no grass and doing best with small space General nice garden – good cut, nice and tidy (doesn't need to be fancy)</p> <p>Also discussed timeframe. Forum thought would be nice to do at AGM in July but there was discussion that AGM had been brought forward to June this year. SS to clarify and if AGM in June then competition still to go on until July as June AGM too early for winners</p> <p><u>Decisions Made:</u></p> <p>Garden Competition winners to be announced in July (whether at AGM or not)</p>	<p>Housing Services Team</p>	<p>May 2026</p>
9. AOCB		
<p>MH noted ongoing issue with drains at Peel Glen but no update available. To be provided at next meeting Fridge to be removed from back of 50 Jedworth Estate Inspection Walk about – CG & SS to invite forum on estate walkabouts and they can attend whatever suits their diary. CG & SS also to explain grading for closes at walk about KB advised May committee meeting date has changed and will confirm when date known</p> <p><u>Decisions Made:</u></p> <p>Update to be provided re Peel Glen flooding Fridge to be removed from back of 50 Jedworth Av Estate walkabout to be planned in New committee meeting date TBC</p>	<p>GW SS</p> <p>CG/SS</p> <p>KB</p>	<p>13/5/26 13/5/26</p> <p>Ongoing</p> <p>TBC</p>

Item Details	Lead:	Due:
10. Date of Next Meeting		
13 th May 2026		

Minute Approved by: MH

Seconded by: JM

Date Approved: 08.04.2026