

Report To:	Customer Forum Meeting
Agenda Item:	Minute of Customer Forum Meeting of Wednesday 13 th May 2026 held in Pineview HA office 5 Rozelle Avenue
Prepared By:	Gerry Will – Maintenance Officer
Date Issued:	
Meeting Date to be considered at:	10 th June 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) Janette Murphy (JM) Joan Robertson (JR) Medline Fulton (MF)	P P P P	Apologies Received: Josie Simpson (JS) Angie Temple (AT) Jennifer Ross (JR) Maureen Brennan Absent without apologies: None	Staff In Attendance: Gerry Will (Minute taker) Joyce Orr Isobel Ferguson Guest Speaker/Presenter(s): None Observing: None	P P P
Meeting started 6.00pm.				
Meeting Chair – Joyce Orr				

Item Details	
1. Welcome and Introduction	
JO Welcomed everyone to the meeting.	

Item Details	
2. Minutes of Previous Meeting	
Minute of meeting of 8 th April 2026 considered.	
Decisions Made: Approved by MH and seconded by JM.	

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.	GW/IF	
4. Activity Tracker		
GW/JO went through items on the activity tracker, and GW advised that tracker would be updated to reflect discussions at meeting and then considered at next meeting in June.	GW & BK	10/06/26

Item Details	Lead:	Due:
<p>GW updated Forum that he had been in contact with Ross Martin MRA and informed he would get response by Tuesday 12/5/26 regarding decision on works by senior staff. GW informed as at morning of 13/5/26 no response and he had emailed Ross again 13/5/26 for update and will update at next meeting.</p>	GW	10/06/26
<p>GW updated Forum on Driveway works at Springside Gardens – Costs had been received from David Mitchells and then all jobs returned by contractor as unable to do works. GW had contacted IB contracts to look at job and no response and has arranged with ID Cant to attend w/c 18/5/26 and will confirm date once agreed.</p>	GW	June 26
<p>Pineview to reduce number of skips to 1 due to Dawsholm being open again.</p>	GW	June 26
<p>SS to contact forum with date to attend estate walkabout and close grading and void visit by next meeting.</p>	SS	10/06/26
<p>Pineview to arrange Domestic Abuse Training – BK still trying to confirm suitable training date.</p>	BK	10/06/26
<p>Pineview to continue promoting Customer Forum to encourage new members to join – via sign-ups, settling in visits, house inspections website, social media etc.</p>	HS Team	Ongoing
<p>Charter Reports –IF ran through layout of the report and Forum agreed that they are happy with layout and the suggestion of a summary supplementary.</p>	IF	31/10/26
<p>Forum asked if useful contact numbers for OOH, Gas and water emergencies etc can be added to newsletter going forward.</p>	HS Team	ongoing
5. Pineview Housing Update		
<p>GW ran through all contracts due for Year 2026/27 for Planned and Cyclical Maintenance. GW ran through details of partnerships that PHA with to see if Forum agreed that these deliver tangible benefits.</p> <p>Decisions Made: Forum agreed that PHA partnerships with other groups have delivered tangible benefits and their opinion to be included as evidence for the strategic goals delivery plan outcomes to 31/03/2026, being reported to committee 27/05/2026.</p>	KB	27/05/26
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. Discussion was had</p>		

Item Details	Lead:	Due:
<p>amongst Forum regarding changing of times of the meetings and if this could encourage other tenants and residents to attend, as well as being beneficial during winter months.</p> <p>IF discussed Gift and Hospitality and informed Forum management committee discussed Christmas lunch for pensioners, Easter Egg Hunt, Selection box hunt, Halloween competition.</p> <p>Charitable donations - IF asked forum for any ideas for Charitable Donations for this year and it was agreed that PHA reach out to previous organisations from local area to see if they require any donations.</p> <p>Decisions Made: Forum meeting time - agreed that time should be changed to 1pm as a trial from August onwards for approximately 6 months to see if this suits for current and new members. Website calendar of meetings to be updated to reflect.</p> <p>Christmas lunch idea - to contact other local RSLs to see if lunch is something that they would be interested in as joint item, and to report back to August meeting.</p> <p>Charitable donations - PHA to reach out to previous organisations from local area to see if they require any donations, and to report back to August meeting.</p>	<p>HS Team</p> <p>IF</p> <p>IF</p> <p>IF</p>	<p>August</p> <p>29/05/26</p> <p>05/08/26</p> <p>05/08/26</p>
7. Summer Outing		
<p>IF ran through the details for the summer outings for Edinburgh Zoo, Heads of Ayr and 5 Sisters Zoo.</p> <p>Decisions Made: Following discussion, it was agreed that the summer outing will be Edinburgh Zoo on the 1st Friday in August.</p>	<p>FCS</p>	<p>01/08/26</p>
8. Garden Competition		
<p>Forum thought would be nice to do at AGM, but as AGM was at the end of June this would be too early.</p> <p>Decisions Made: Staff to collate all photos of gardens throughout the summer and present to Aug forum meeting for decisions on winners.</p>	<p>SS/CG</p>	<p>05/08/26</p>
9. AOCB		
<p>Discussed bulk items. Fridge to be removed from back of 50 Jedworth</p> <p>Discussed Void Inspections and Estate Walkabout inspections requested by forum.</p>		

