

Customer Forum Invited to Attend

20 May 2026

Item	Subject (Initials = lead for report, others involved)	Time
1.	Sederunt – Welcome to Customer Forum and Linda Ewart	6.15
2.	Declaration of Interest, Eligibility, and Register of Interest update	
3.	Decisions/Approvals Report (JO) – focus of meeting – to be issued by day of meeting	
4.	Regulatory Compliance and Annual Return on Charter (ARC) Return: 4.1 Regulatory Compliance Self-Assessment Review 2026 (JO & Linda Ewart) L Ewart - report JO – self assessment evidence for CoM decision. 4.2 ARC Return for Approval and Internal Audit Outcome (KB)	6.17 6.42
5.	Minutes of Previous Meetings for Approval/Matters Arising: 5.1 Minute of Management Committee Meeting of 22 April 2026 (JO) 5.2 Previous Decisions Tracker Report (JO)	6.57
6.	Items Requiring Decision/Approval/Discussion: 6.1 Management Accounts to 31/03/2026 (IN-FMD) – approval sought 6.2 Treasury Management Quarterly Report to 31/03/2026, Annual Review and Loan Portfolio Return (IN-FMD & JO) – approval on policy review and SHR submission 6.3 Risk Management Quarterly Review (JO) – quarterly review approval 6.4 Business General Report (BK, IF, JO, KB) Performance outcomes (KPIs and PIs) 31/03/26 (All) and targets for 2026, and which recommend as KPIs for 2026 Strategic Objectives Delivery Plan Outcome Reporting to 31/03/26 (KB/IF) Operational Priorities Outcomes to 31/03/2026 and priorities for 2026/2027/2028 (All) Transfer Promises to 31/03/26 – any final updates (KB) Equalities Action Plan Update (All) Internal Audit Update (JO) SHR Accounting Determination Update (JO) Pension Update (JO) SHNZS Update (JO) 6.5 Membership and Committee Report (IF) – decision re committee applications 6.6 Disaster Recovery and Cyber Incident Response Plan (IF) – approval on changes 6.7 2025/26 TSS Outcome Action Plan (KB) – decision on proposals, then merge approved actions with 8.2 for June CoM	
7.	Policy Reviews – remember same format as April 2026 review report F.04 Risk Management Policy (JO) F.05 Treasury Management Policy Review (FMD/JO) G.04 Disaster Recovery Plan (IF) – is this additional to 6.6? H.14 Domestic Abuse Policy Review (KB/BK??) – to June CoM	
8.	Items For Update Noting Only 8.1 Rent and Services Charges review follow up comments action plan (KB) 8.2 Tenant Participation /Satisfaction Action Plan Quarterly Update (KB) – take 2026/27 action plan to June CoM 8.3 Housing Services Assurance Report (KB)	

Agenda for Pineview Housing Association Ltd Notice of Management
 Committee Meeting– **MS Teams and Golden Jubilee Hotel on
 Wednesday 27 May 2026 at 6:15pm, food from 5.45pm**



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9.	Correspondence – additional to that already issued	
10.	A.O.C.B – Any feedback from customer forum members present?	
Date of Next Meeting: ?? Druncog training - Drumchapel Housing Co-op office – all – IF to update Wed 11/06/26 Director’s Appraisal – Dan, Linda, Lyndsey Wed 17/06/26 Management Committee Meeting – PHA Office and Teams – all Tuesday 23/06/26 – Annual General Meeting - all		