

Report To:	Customer Forum Meeting
Agenda Item:	Minute of Customer Forum Meeting of Wednesday 10 th June 2026 held in Pineview HA office 5 Rozelle Avenue
Prepared By:	Gerry Will – Maintenance Officer
Date Issued:	11 th August 2026
Meeting Date to be considered at:	12 th August 2026

1. Sederunt	P = In Person, T = On MS Teams			
Present: Mary Hope (MH) Janette Murphy (JM) Joan Robertson (JR) Madeline Fulton (MF) Maureen Brennan (MB) Josie Simpson (JS) Angela Fulton (AF)	P P P P P P P	Apologies Received: Jennifer Ross (JR) Absent without apologies: None	Staff In Attendance: Aidan O'Reilly (Minute taker) Gerry Will Mandy Kemp Guest Speaker/Presenter(s): None Observing: None	P P P
Meeting started 6.00pm.				
Meeting Chair – Gerry Will				

Item Details
1. Welcome and Introduction
GW welcomed everyone to the meeting.

Item Details	Lead:	Due:
2. FCS – Charitable Donations and Wider Action Update		
MK gave update to forum on Wider Action and Charitable Donations.		
MK advised that Edinburgh Zoo budget had been spent so money would need to be lifted from another budget if food vouchers are to be provided to tenants.		
Decisions Made:		
Pineview to continue to contact other RSLs to see if they are interested in a joint Christmas lunch	IF	05/08/26
Pineview to continue to contact local charitable organisations to see what donations they require	IF	05/08/26
Forum would like shopping vouchers at Christmas to be for Aldi	FCS	December '26
Forum happy for money to be taken from another budget in order to provide £5 food voucher to tenants at Edinburgh Zoo	MK	07/08/26

Item Details	
3.	Minutes of Previous Meeting
Minute of meeting of 13th May 2026 considered. No matters arising. Decisions Made: Approved by MH and seconded by JM.	

Item Details	Lead:	Due:
4. Policy Reviews		
Stock Condition Survey Policy; Flexible Working Policy; Sabbatical Policy; Domestic Abuse Policy; and Behaviours Framework Policy were each considered by the forum and no issues with the content raised. MH raised an issue with the policies being delivered to members on the day the forum is supposed to take place. These concerns were shared collectively as it does not allow enough time for members to consider the contents. Decisions Made: GW advised Pineview will ensure policies are delivered one week before the forum as per agreed timeframes.	HS Team	Ongoing
5. Activity Tracker		
GW/AO went through items on the activity tracker, and AO advised that tracker would be updated to reflect discussions at meeting and then considered at next meeting in August. MRA agreed with PHA to attend Peel Glen Gardens W/C 15/6/26 to complete ground penetrating radar survey in gardens affected by flooding. GW notified all tenants of effected addresses and neighbouring properties. GW updated Forum on Driveway works at Springside Gardens – ID Cant onsite 11/6/26 to start works and tenant happy with this GW advised PHA continue to use skips to remove bulk items. GCC bulk facilities currently working well but decision to retain 1 skip made to supplement bulk service when necessary. Enva experiencing issues with POPs which means a skip can't be ordered until w/c 15/6/26 BK currently seeking costs for domestic abuse training. Awaiting confirmation from Women's Aid Pineview continuing to promote Customer Forum to encourage new members to join – via sign-ups, settling in visits, house inspections	AO & GW BK BK BK BK HS Team	12/08/26 Ongoing Ongoing Ongoing Ongoing Ongoing

Item Details	Lead:	Due:
website, social media etc. A potentially interested party noted at sign up but they did not attend the meeting Staff to begin collating photos of gardens for the summer garden and present them for judging at August Forum meeting BK has requested slides from Jonny Pickering from GCC following their meeting through the community council Jeanette informed that she did not get call for minutes before meeting. GW apologised for this as this should have happened. Forum also unhappy due to minutes not being received until morning of the meeting. GW apologised and informed them that PHA should issue them the week before the meeting going forward	HS Team BK HS Team	Ongoing Ongoing Ongoing
6. Pineview Housing Update		
GW provided update on progress of Year 2026/27 Planned and Cyclical Maintenance. MH raised issue with Pattersons not attending a scheduled visit at 35 Peel Glen Road as part of the roof anchor contract. Decisions Made: GW to investigate non-attendance and follow on with Pattersons as required.	GW	June '26
7. Estate Inspection Walkabout		
GW updated forum with dates 24/6/26 Pinewood area and 25/6/26 all other areas for estates walk about. Decisions Made: Forum to see what days work for them and inform PHA	Forum/SS	23/06/26
8. AGM		
GW confirmed that the AGM will be taking place at St Mark's Chapel at 6pm on 23/06/26 Decisions Made: N/A		

Item Details	Lead:	Due:
9. Climate Event		
GW advised there is a G15 Climate Event taking place on the 11th of July. Decisions Made: BK to continue exploring possibility of setting up stall upon return to work.	BK	July '26
9. AOCB		
Bulk items - Chair has been left at the back of 50 Jedworth Avenue + items left at the corner of Ladyloan Avenue Issues with garden conditions at Ladyloan/Kilcloy area raised again Bogus workmen have been reported throughout Drumchapel. Carrying out work – particularly grass cutting – for people and then demanding money. MB advised that Colm Merrick MSP for Anniesland offers food collections on a referral basis which may be beneficial for PHA tenants. MB provided Patricia Ferguson's newsletter to be circulated amongst staff Decisions Made: Bulk items – AO to liaise with ECT to get items removed from Jedworth and Ladyloan Avenue AC has been advised of issues at Kilcloy/Ladyloan and is engaging with tenants to get items removed and gardens brought upto standard Bogus tradesmen - AO to speak to HS team and look at getting a post put up on Facebook MP/MSPs – AO to reach out to Colm Merrick's office to enquire about food collections. Newsletter to be circulated amongst staff	AO/ECT AC AO AO	16/06/26 17/06/26 17/06/26 12/06/26
10. Void Attendance		
Forum attended 34 Rozelle Avenue with GW and AO – all members seemed to enjoy the visit.		

Item Details	Lead:	Due:
Date of next meeting: Wed 12th August 2026. 2nd Wed of month, excluding July and January. https://www.pineview.org.uk/resident-and-customer-forum/		

Minute Approved by: Mary Hope

Seconded by: Maureen Brennan

Date Approved: 12/08/2026