

High Rise Living Group

Meeting summary / actions

Date: Tuesday, 21 July 2026

Time: 6:00 PM – 8:00 PM

Location: Online (Microsoft Teams)

Chair: (BCC)

Transcribe: Henry Murray (BCC)

Attendees:

Residents: 14 in attendance

BCC: Amy Bennison (Chair), Alessandra Dale-Johnson, Liz Cheetham, Lesha Wilson, Henry Murray, David Maggs, Amy Hughes, Kyle Oldershaw, Feith Kirkwood, Barbara Reid.

Meeting summary: Inaugural meeting of the high-rise living group

The High-Rise Living Group is a new space for residents living in Bristol's high-rise buildings to come together, share their experiences, and help shape decisions that affect their homes and communities.

This meeting is an opportunity for residents to have their voice heard, raise issues that matter and influence topics such as building safety and wider high-rise living.

Attendees will discuss how the group will work, and decide the priorities for future meetings, which will take place every two months with flexible ways to get involved.

1. Welcome and introductions

- Resident raised concern about previous meeting formats – fear that it will go the same way as Service User Groups, suggested that format should be in reverse whereby concerns are raised first by residents and service managers respond. Raised concern of “death by PowerPoint”.
- Acknowledged point but advised that many new attendees will have an opportunity to make their voice heard.
- Heads of service introduced themselves and their roles.

- Attendees were advised on new legislation and regulations for high rise buildings.

2. Why we are here and how we can make a difference together

- Chair described the many areas they have identified in their role over the last six months they believe to be crucial to improving high-rise living but emphasised that it is the residents in groups like this who will shape how development takes place.
- Outlined issues with caretaking and the Bristol Waste contract with regards to fly tipping has been struggling and outlined a new service level agreement that started in July.
- Invited residents to site inspections taking place over the next few months.
- Explained roll-out of clear corridors policy and again asked for residents to get in contact if they would like to attend site inspections.
- Explain the remit for caretaking team for keeping common areas clean and safe.

3. Interactive session – your views and ideas

Residents were invited to ask questions to the three service leads present this evening.

- Resident asked about anti-social behaviour (ASB) and why it hasn't been mentioned so far in the meeting. Highlighted ASB as a predominate issue for themselves and their neighbours. Expressed shock that this is not a major talking point.
- Amy apologised but highlighted the structure of the meeting and the room there is for discussing any subject they feel is relevant.
- Lesha advised that this meeting is for capturing the what matters most to residents and that can absolutely include ASB. Advised that an ASB service lead isn't present for this meeting this evening which is the main reason why it wasn't covered in the agenda.
- Resident asked why they haven't had an update on cladding that was labelled as safe and yet planned for removal.
- Resident raised fire risk assessment of Gilton House, citing various points from report rated as "moderate risk". Suggested that those

reports should be brought up and discussed with clear timescales given for when they will be addressed. Asked how important fire risk assessments and how they will be dealt with.

- Alessandra advised that they are happy to make fire risk assessments a topic of discussion if this is what comes out of this meeting.
- Kyle Oldershaw advised that fire risk assessments are carried out of year and highlighted the different classes of risk and how their team addresses them. Suggested that it would be a good idea to show how those assessments are worked on.
- Resident again emphasised the need for fire risks assessments to be widely available, for the risks to be highlighted and a clear road map for how they are being addressed.
- Resident raised issue of pigeon droppings.
- Amy advised they will take their details and contact them privately.
- Resident suggested better use of noticeboards for updates and notifications to residents. Suggested there is a lack of localised communication and transparency for issues like fire safety. Suggested the meetings should be representative but also more localised, suggested building representatives could be named. Advised that since refurbishment of balconies that netting was removed that discouraged seagulls and suggested a two-tier treatment of blocks.
- If you'd like help starting a residents association in your area/block then you can also contact the Resident Engagement team: resident.engagement@bristol.gov.uk

Attendees were asked: *“What would you choose as one thing that would make living in a high rise better?”*

These discussions were done in 4 breakout rooms before coming back to discuss as a wider group. Below are the main issues raised in each group.

- Resident answered that their biggest issue is a neighbour who hoards which they believe to be a fire safety issue. Suggested that BCC should do better with ensuring that residents maintain upkeep of their flat.
- Liz asked if they were aware of tenancy audits. Acknowledged how the demographic makeup has changed over the years which may have impacted blocks designated for 60+ for example.
- Advised that block was initially designated a “non-dog block” but over the years many residents got dogs. Advised they don’t have a huge objection to dogs but some of them are large and intimidating. Highlighted the issue being about communication as a notice was sent around that the 60+ designation was changing but the “non-dog” aspect

was not something they were told about changing.

- Resident suggested cladding and hoarding is the biggest fire safety issue. Suggested that what they're hearing is that there isn't anything the council can do.

Attendees were asked "are these listed topics a priority for you?"

- Resident suggested being kept in the loop is a priority. A lack of communication about dogs being allowed into the building is more important about the dogs themselves.
- "If you had to prioritise one of these topics, which would it be?"
- Housing officer suggested ASB is most frequent complaint made to them
- Resident said communication and fire safety.
- Resident raised issue of clear corridors and neighbours who have to store a mobility scooter outside their flats.
- Housing Officer advised that mobility scooters would be discussed with individual residents.

4. Building Safety Engagement Strategy Update

Lesha presented key information around the current strategy, including figures on demographics that lives in high rise blocks and how this impacts policy, ensuring it provides the right services to the right people.

Presented results of a survey that asked residents about how safe they feel in their homes, broken down by types of home. The survey also covered ASB, communication, visibility, complaints handling and asked residents if they knew how to report safety issues, what they should do during a fire etc.

- Resident suggested that the risks of fire safety haven't been detailed to residents to make them aware of hidden risks. Argued that although residents mostly feel safe according to survey, that there are limitations of the data. Asked if council is aware of those limitations.
- Lesha confirmed they understand those limitations but emphasised that the data is only representative of resident's perception and advised that this group is about spreading awareness of specific risks.
- Resident asked about strategy for getting better representation for these groups. Asked how residents can help you. Asked about community development team.
- Lesha answered that this group is for anyone in a high-rise building. Advised response to meeting has come from 31 blocks which is higher than they predicted. Advised that community development deal with more than just housing but that they have very good connections in specific communities and will be useful for spreading the developments of this group. Advised that resident can help council by coming to these

meetings and spreading the word. The same issues being raised is how the council forms a good picture of what is going on the ground.

- Resident asked if there are specific questions or actions within the strategy of engaging with tenants and if they can take specific things away to their block WhatsApp group.
- Resident suggested there should be some questions in survey that touch on residents' responsibility around fire safety, citing recent fire issues in their block that were down to negligence.
- Advised there were no questions like that but advised the update to tenant handbook will include information around resident responsibility.
ACTION: Lesha to make suggestion to Alessandra to include this question.
- Resident asked if how to access fire safety assessments will be detailed in handbook.

5. What should we discuss at future meetings

Attendees were asked: *“What would you choose as one thing that would make living in a high rise better?”*

These discussions were done in 4 breakout rooms before coming back to discuss as a wider group. Below are the main issues raised in each group.

	TOPIC 1	TOPIC 2
GROUP 1	Security issues and ASB	Pests
GROUP 2	Maintenance, cleanliness	Anti-Social Behaviour
GROUP 3	Extreme weather (prepping High Rise Blocks)	Service Charges
GROUP 4	Communication	Fire Safety
	Evacuation preparations	FRA's

6. Any Other Business

- Resident suggested that City Hall is not accessible due to the entrance ramp.

7. Date of next meeting 23rd September 2026 and close

Summary of Actions

Action	Detail	Owner	Deadline
Lesha to make suggestion to Alessandra to include this question.	Resident asked if question in survey asked residents if they knew the remit of their own responsibility	Lesha	Next meeting
Resident raised issue of pigeon droppings	General point made about cleanliness and safety on their block	Amy	Next meeting