



## MINUTES

<b>Meeting</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Leasehold Forum	26/10/20	18:00	Virtual meeting via Zoom
<b>Attendees</b>			
<p>Steven Carlin (SC), Juliet Carmichael(JC), Stefania Cauli (SAC), Jos Clar (JC), Tristan Clarke (TC), Judith Davis(JC), Tim De La Rew(TDL) , Alistair Goulding (AG), Claire Marshall(CM), Sharon Newland(SN), Bernard Quaye(BQ), Joe Russ(JR), Laura Skinner(LS), Jess Tearle (JT), Lynne Williams(LW), Salima Garti (SG)</p> <p>BCC</p> <p>Matthew Reeves (ME) Angela Raftery (AR), Zara Naylor (ZN), James Bannerman (JB), Mark Kempt (MK), Mary Millington (MM), Joe Clayton (JC), Briton Edwards (BE), Sarah Ginn (SG)</p>			
<b>Apologies</b>		<b>CC</b>	

### Agenda Items

1. Moving Forward Together (MFT) presentation
2. Feedback from Last Forum
3. Housing Management Board update
4. Any other business

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
1	<p><b>Moving Forward Together Presentation</b></p> <p><b>What does local and visible feel like?</b></p> <p>LS - Felt that the block caretaker is rarely seen by residents. Graffiti and fly-tipping are a regular occurrence around the block. Residents have resorted to cleaning the graffiti themselves as caretaker does not seem to report the issues. Also currently an issue with the laundry room flooded- seems no action being taken.</p> <p>TC -Issues with fireworks being let off late at night, rubbish being left around the block and not removed. Also Bristol Waste dropping recycling and not picking it up when carrying out recycling duties.</p> <p>SC - Felt that drop in surgeries held by Housing Officers were extremely beneficial for residents- As far as aware surgery has only</p>	<p>BE</p> <p>BE</p> <p>AR</p>

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	<p>been held once in 12 years he has lived at the property.</p> <p>CM - Does see daily evidence of caretaker activities, but find it difficult to contact the on-site caretaker even though he is live in. The contact number for the caretaker displayed on the block notice board just goes through to the call centre.</p> <p>TDL - Felt that BCC needed to be more honest and transparent with residents.</p> <p>JD - Felt that there had been too many consultations around BCC services with little effect or improvement of services received by residents. Officers need to be more accountable and the mind-set of officers needs to change- support this with training. She also felt that leaseholders in particular are left out of BCC conversations and would like more dialogue with BCC to improve services. Did not receive any invite to be part of any MFT discussions.</p> <p><b>Safety and Security</b></p> <p>JC - Suggested residents in blocks set up WhatsApp groups and discuss community/block specific issues.</p> <p>SAC - Raised an issue regarding block access/security. Felt that an additional gate would be beneficial and would also stop fly tipping in refuse area.</p> <p>SG - Asked “how do you contact a Housing Officer”? Will residents be provided with a direct number, rather than going via the call centre?</p> <p>TDL - Suggested increased security measures around blocks such as CCTV would be beneficial.</p> <p>JD - Felt that the CCTV around her block was poorly positioned and did not capture blind spots. She also commented on how pleased she was with the new fire doors that have been installed at her block.</p> <p>AG -Raised the issue of residents parking in the hashed areas outside blocks</p> <p>SN - Felt that reporting a repair to BCC was increasingly difficult as a leaseholder All call centre refer her to the leasehold team and vice versa. Also issue with water damage from flat above</p>	<p>BE</p> <p>AR</p> <p>AR/BE</p> <p>AR</p> <p>AR</p> <p>AR</p> <p>AR</p> <p>ZN</p>

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	<p>CM - Re reporting repairs which are the property above which is a tenanted property – as a result of flooding from the property above –</p> <p><b>Local and visible</b></p> <p>JD - Would be good to have a dedicated point of contact (person) for our block (we don't have a caretaker either) - it's hard to know who to talk to. We haven't heard about these focus group opportunities or this survey either. Were they emailed (I have searched and can't find any) or posted? No agenda either. Also had the fly-tipping that others have mentioned. Cardboard recycling isn't taken regularly as well - am in a 2-year dialogue with Bristol Waste to sort, but it never is and no-one says why. So a single point of contact would help in resolving/championing these issues, or at least pointing us to the right person/team. When we arrived, there was no info on when bins and recycling go, how the laundry system works, who looks after the grounds etc... so good communications (whether that is written, verbal, email, letter, info boards, leaflets, welcome packs) are essential. Not for leaseholders specifically, but for all residents.</p> <p>Needs to be robust training for colleagues who are delivering the service</p> <p>BE – Committed to everyone having their say – but ensuring that residents are committed to taking pride in their area/home and behaviour does not contribute to the issues such as fly tipping etc. We are committed to changing how we are delivering now.</p> <p>CM - Agreed with Alistair, working out what the building systems are, how booking the laundry works, when recycling goes, who to contact for different things took a lot of trial and error that could have been avoided. A welcome letter or more comprehensive notice boards would help.</p> <p><b>Safety Security</b></p> <p>TC - Issue where trees and garden has been cut down in the neighbour's garden – but the trees cut down have not been removed – a leaseholder would be expected to deal with this as part of their lease – is this not the case for tenants?</p> <p>ZN - responded that if we have presence in neighbourhoods – we will be able to respond quicker</p> <p>JC - Could be a WhatsApp group for feeding in security reports and support for each other – to share support/reporting</p> <p>SC - Accessibility is a problem in Cutler Road re accessing a bin store in the block and fly tipping – has also had problem with anyone entering the area to the front of the block – as there is no barrier to prevent people approaching the block. It would be great to have more digital service - List of issues for my block - Schedule of major works - Schedule for recycling etc.</p>	<p>ZN</p> <p>AR</p> <p>AR/BE</p> <p>AR</p>

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	<p>CM - Agreed with Alistair, working out what the building systems are, how booking the laundry works, when recycling goes, who to contact for different things took a lot of trial and error that could have been avoided. A welcome letter or more comprehensive notice boards would help.</p> <p>JR - It would be great to have more digital self-service - List of issues for my block - Schedule of major works - Schedule for recycling etc.</p> <p>AG - Agreed with Joe - that sort of list being accessible would be very helpful</p> <p>AG - Safety and security... we have vehicles constantly parking in the 'Keep Clear - Fire Access' area for our block. The council says that area isn't really under anyone's jurisdiction and can't do anything. I have seen a traffic warden once in 2 years. I guess it's not a problem until there's a fire and they can't put the engines there (this has already happened once)... at which point it potentially becomes a very big problem (especially as our block was designated for elderly people originally). Can BCC install removable bollards (preferable as it's a long-term solution) or send wardens round if not? Hayes Close/Hanover House – Action Highways and options</p>	
2	<p><b>Feedback from Last Forum</b></p> <p>Planned Works presented to the meeting re the concerns re how planned works were communicated to leaseholders.</p> <p>As part of MFT – we want to improve communication in relation to planned works, to provide more information ahead of time and plan in terms of financial commitments.</p> <p>AR updated on meetings which took place after the last meeting in October 2019. Discussion was around transparency and sufficient notice being given of works to blocks to enable leaseholders to be able to plan financially. The ideal will be self-service of this information.</p>	

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3	<p><b>Housing Management Board</b></p> <p>ZN - updated on how the HMB works and feedback into the Leasehold Forum</p> <p>LS - Annual charges which are being charged for communal repairs which have been over charged</p> <p>JB confirmed looking at how we are dealing with service charges to make improvements to the process</p> <p>CM - Is there a correct communication channel to suggest block improvements? I know you were talking about taking our ideas into account but my internet was cutting out and I'm not sure if I missed it?</p>	
4	<p><b>Any other business</b></p> <p>SAC - Reference to no recycling for the block, given BCC is a Green City and pay Council Tax – and need to be able to recycle</p> <p>BE - possible looking at MFT and options</p> <p>JR - Grass cutting is cut in many ways and is this supporting wildflower growth and green support</p> <p>AR confirmed that BE and AR are in discussions with Grounds Maintenance team in respect of specification and scope of works and we can take this into those discussions</p> <p>AQ – re bike storage</p> <p>ZN - confirmed that this will be taken outside of the meeting about how we respond to the increasing need for bike stores and supporting the City on the green agenda and getting people on their bikes</p> <p>JC -Has a flat with poor insulation and a lot of condensation – can this be discussed in the next Forum or can it be dealt with separately – ZN committed to arranging for someone to call Juliet over the next 24 hours</p> <p>JD - Enjoyed the meeting, believe there was authenticity in the meeting re commitments</p> <p>Could the Housing get more involved at a neighbourhood level – police meetings (needs to be really bad to get involved)</p> <p>BE - confirmed things do happen and HOs do liaise at an early stage and some things are discussed at an early level as they are Police led</p> <p>AG - Appreciate everyone's time (leaseholders and BCC staff). I also wanted to say that, despite certain issues, we have had some very helpful experiences with the council – so thanks for these!</p>	<p>BE</p> <p>AR/BE</p> <p>AR</p> <p>ZN</p> <p>ZN</p>