



MINUTES

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
LHF1	04/04/2023	13:00	Zoom
Attendees			
<p>Residents</p> <p>Thomas Cooke (SC) Chris Evans (CE) Peter Edwards (PE) Pat Robinson (PR) Tim De La Rew (TLR) Jo Coomber (JC) Nigel Varley (NV) Jan Heaton (JH) Danielle Streete (DS) Mary Millington (MM) Nick W (NW) Kate (K)</p>	<p>Councillors</p> <p>Cllr Jos Clark Cllr Yassin Mohamud Cllr Kerry Bailes Cllr Lesley Cllr Tom Renhard</p>	<p>Staff</p> <p>Fiona Lester (FL) Service Manager Liz Cheetham (LC) Engagement Team Leader Ilona Marciniak (IM) Tenant Participation Project Officer Martin Owen (MO) Service Manager Nichola Valls (NV) Housing Officer</p>	
Apologies		Minutes	
Jack Barkell (JB)		Ilona Marciniak (IM)	

Agenda items

The first 15 minutes will be used to ensure that all participants are able to access the meeting and have audio and video capability

- a. Welcome (Housekeeping/ Code of Conduct/ Practical Matters)
- b. Rapid Response Repairs Service - Presentation by Martin Owen - Service Development Manager
- c. Clear corridors policy update - by Jack Barkell
- d. Future 'hot topic' ideas
- e. Date of next Housing Management Board 19th April 2023 – Full details and papers on the website
- f. Any other business
- g. Date of next meeting and close

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
A	<p>Welcome (Housekeeping/ code of conduct)</p> <p>FL- Welcomed all attendees to the forum and explained that this is a virtual Housing Forum</p> <p>NV - Expressed concern over the housekeeping rules suggesting that cabinet responsibility should not be imposed; As there may be issues which tenants wish to take further.</p> <p>FL - Explained tenants who wish to proceed further with issues are entitled to do so. However during meetings it's necessary to follow code of conduct to prevent disturbance of discussion. NV - Suggested rephrasing the code of conduct.</p> <p>LC - Agreed to review the phrasing as part of the tenant participation review.</p> <p>FL - Thanked for useful feedback</p>	<p>LC & Tenant Participation Team</p>
B	<p>Rapid Response Repairs Service - Presentation by Martin Owen</p> <p>MO - Presented an update on the Rapid Response Service which was a Labour manifesto pledge to provide a prompt repairs services to tenants. The service has been piloting across the city over the last 12 months. The team has been carrying out repairs to high and low-rise blocks of flats to improve the look and feel in and around communal areas.</p> <p>NV - Expressed concern over the poor drainage outside the main doors at Gilton House; The entrance floods following heavy rain and has done for approx 14 years.</p> <p>FL - Advised the way the Rapid Response Team work is different to the standard repair service. As representatives from the Repairs Service are not in attendance, comments will be fed back for a response.</p> <p>NV - Queried if Rapid Response repairs and standard repairs come out of same budget? If yes, why are cosmetic repairs not postponed to allow for urgent repairs to be conducted?.</p> <p>FL - Acknowledged point and advised budgets are separate as both are managed by different teams. The focus of the Rapid Response Service is carrying out repairs to improve the look and feel in and around communal areas for residents.</p> <p>CE – Advised external windows in his block have not been cleaned in 20 years, windows cannot be opened significantly to enable residents to clean. Suggested BCC should arrange for windows to be cleaned multiple times a year even if this warrants an increased service charge.</p> <p>Expressed concern about “dog free blocks” no longer being dog</p>	<p>IL to forward to R&M Service</p> <p>IL to forward to R&M Service</p>

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	<p>free; Caretakers are constantly cleaning dog mess and remains convinced health, safety and environmental laws are being breached.</p> <p>FL - Explained the issue regarding dogs had previously been highlighted and was already being investigated by both the legal team and housing officers but confirmed dangerous dogs were not acceptable in any circumstances.</p> <p>FL acknowledged comments regarding the window cleaning and advised that work is currently underway to review service charges.</p> <p>CE – Expressed concerns that he feels service charges for some have increased significantly and feels this is unacceptable and could be challenging for some tenants</p> <p>Cllr Kerry Bailes – Advised that she also encounters difficulty cleaning the windows in her property.</p> <p>FL – Explained BCC are unable to clean the windows of houses and recommended a window cleaner to ensure healthy and safety is maintained.</p> <p>TC – Advised his bathroom was due to be replaced but was informed by BCC he would be unable to wash for a few days and would need to use a neighbours toilet facilities during the works.</p> <p>FL – Acknowledged this was unacceptable and Explained unfortunately no one from the Property Services Team was in attendance, therefore this would be feedback and TC will receive a response.</p> <p>NV – Advised he is currently paying a service charge of £10 per week so was concerned about some of the figures which have been voiced. Commented tenants could set up an independent tenants organisation which could take action against the council if necessary.</p> <p>FL - Asked if there were any further questions relating to the Rapid Response presentation. Suggested to the Forum that Martin could come back at a future date to provide an update on the project and on how the new online request form will work.</p> <p>PE – Asked if it was the Rapid Response Team who sent a letter to the sheltered housing tenants to advise guttering needed maintenance? Expressed concern that the letter stated work would not be conducted for 18 months.</p> <p>FL- Advised the letter would have come from Repairs & Maintenance Service.</p>	<p>IL</p>
C	<p>Clear corridors policy update - by Jack Barkell</p> <p>FL – Advised, unfortunately Jack was unable to attend the meeting and therefore unable to present the clear corridor policy as suggested in the agenda. Apologised for the inconvenience and advised the presentation would be rescheduled as tenant</p>	

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	feedback on the proposal was important.	
D	<p>Future 'hot topic' ideas</p> <p>FL – Asked for suggestions for future Hot Topics and if there were any questions for BCC colleagues or coucllors present</p> <p>TC – Suggested contractors were often parking in resident spaces which is proving problematic in areas were parking is already limited.</p> <p>FL- Advised this feedback will be shared with the housing team, acknowledging it was a challenge but a very valid point.</p> <p>JC – Expressed concerns that following vandalism in her block (outside tap and pipe ripped off wall) it may jeopardise their request for an additional water tap at the back of the block.</p> <p>FL – Provided assurance that this would not be the case, the new tap had already been requested and will follow the standard process. The job has also been noted and will be passed to Rapid Response team.</p> <p>Councillor Joss Clarke – Expressed concerns about the amount of polystyrene which has littered Brislington following the cladding removal from Gilton House. Also reported that a spanner was recently dropped from the scaffolding fortunately not causing injury, however an accident report was required.</p> <p>FL – Advised this would be passed on to Craig Cook, head of Housing, Repairs & Maintenance.</p> <p>NV – Suggested there should be a review into the process of removing cladding, important to learn from mistakes (polystyrene) before work commences on the next blocks. Advised he would welcome a review into how the cladding was allowed to happen in the first place. Questioned if the cost of removing cladding and the subsequent fire safety measures which have been introduced would slow down the delivery of council housing.</p> <p>Cllr Tom Renhard – Advised he would take the feedback onboard and ensure this was considered in the future removal of cladding at any blocks. Confirmed the costs of the cladding removal and subsequent safety measures would not affect council housing delivery as there are two different budgets.</p> <p>NV – Suggested an open enquiry would enable lessons to be learned.</p> <p>Cllr Tom Renhard - Explained there has already been an</p>	<p>IL</p> <p>MO to follow up</p> <p>FL to follow up</p>

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	<p>independent review which was impartially scrutinised by the Social Housing Regulator. The Priority right now is to remove cladding and encourage resident engagement.</p> <p>Cllr Lesley – Questioned what BCC was doing to ensure contractors and sub-contractors were disposing of materials safely.</p> <p>FL – Acknowledged the importance of site management and would feed back any comments back to the relevant Team.</p> <p>TDL – Suggested Bristol waste, explaining there are continual issues including bins and containers being left on main road and expressed concerns it's not the same for private properties</p> <p>Cllr Baylis – Questioned if there was any plan to remove cladding from houses before expressing concerns relating to window cleaning.</p> <p>FL – Advised cladding removal is focused on high rise blocks as houses do not have the same type of cladding nor the same level of risk; There is no planned programme.</p> <p>CE – Requested definitive answers relating to dogs & window cleaning issues which he has raised.</p> <p>PE -Suggested the Parks Department could attend a meeting. explaining grass cutting and tree clipping is not taking place in his area so would be interesting to know their policy.</p> <p>LC - Reminded the group that suggestions would also be collected at the second Forum meeting which is scheduled later this week.</p>	FL
F	<p>AOB</p> <p>TC – Expressed concerns regarding the difficulty in using community rooms and question if there were still restrictions.</p> <p>FL – Advised community room usage was completely restricted during the pandemic. Since then the service has been looking at developing an online form to support the booking of community rooms. FL advised she will arrange for an update to be provided at a future Forum meeting</p> <p>-</p> <p>TC – Commented that he felt community rooms are an extension of tenant's home and should not be restricted.</p>	

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	<p>FL – Explained how the use of community rooms are defined within the tenancy agreement and provided examples of incidents supporting the need to install a basic booking system. Explained BCC are keen to promote usage and ensure they are accessible to but must also ensure the management of the room from a health and safety perspective as a responsible landlord.</p> <p>NV – Suggested a report regarding the environmental impact of cladding removal and subsequent discussion could be a future Hot Topic. As well as a review in to of how the council communicate with tenants as often they are not consulted before decisions are made.</p> <p>Advised cannot promise a report on environmental impact of cladding removal at present as the priority is to safely remove the cladding first and foremost. Confirming that following an investigation into the polystyrene issues at Gilton House the findings will be used to help plan the cladding removal at other blocks.</p> <p>Cllr Renhard – Suggested an update on the review of Tenant Participation for a future meeting.</p> <p>LC - Provided an update on Forum bookings, and advised that there continues to be a variety of ways residents can get involved.</p> <p>TC - Advised that he felt a lot of tenants could be excluded in these meetings by the use of technology.</p> <p>LC - Acknowledged TC comments and explained that for those not online there is also a free dial in option to join the meeting and the Team also provide training and support for residents who haven't joined an online meeting before.</p>	
G	<p>Date of next meeting</p> <p>Summer 2023</p> <p>FL – Thanked the residents and staff for attending and preparing the meeting</p>	