



MINUTES

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
LHF2	06/04/2023	18:00	Zoom
Attendees			
Residents August Armstrong (AA) Jan Heaton (JH) Torkwase Holmes (TH) John Whiteman (JW) Robert Walters (RW) Tristan Clarke (TC) Heidi (H) Boycee (MC) Tony (T) Francis (F)	Councillors Cllr Don Alexander Cllr Tom Renhard	Staff Sarah Spicer (SS) Service Manager Liz Cheetham (LC) Engagement Team Leader Ilona Marciniak (IM) Tenant Participation Project Officer Martin Owen (MO) Service Manager Jack Barkell (JB) Project Officer	
Apologies		Minutes	
		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	Welcome (Housekeeping/ code of conduct) SS- Welcomed all attendees to the forum. SS went through housekeeping and agenda.	
B	Rapid Response Repairs Service - Presentation by Martin Owen	

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	<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>RW - asked for an update on cladding removal</p> <p>MO - Explained he is only able to answer questions which relate to Rapid Response Repairs</p> <p>RW - Queried the process for removing rubbish which hadn't been disposed of in bins.</p> <p>MO - Advised Bristol Waste are responsible for clearing any rubbish. Caretakers should be identifying the rubbish and requesting removal by Bristol waste. MO Advised if there are any specific issues he is willing to escalate them with Bristol Waste.</p> <p>MC - Expressed concerns about fly tipping at Yewtree Court.</p> <p>MC - Explained that there is paint falling from the bottom of the balcony of his block and has been occurring for at least 5 years. Housing officers have promised to resolve the issue as yet none have.</p> <p>MO - Suggested taking this concern away as an action point and will consult the repairs team to obtain an update. The issue will either get resolved by repairs team or rapid response team.</p> <p>JW - Advised he deems the Rapid Response Team idea as very good but hopes it will not disappear into the general repairs team in the future. JW asked how to communicate with the Rapid Response Team; Only aware a form can be completed online but this doesn't receive a rapid response or any response in most instances. JW expressed concerns that no updates are provided and it's only if the job gets completed you know the message got through.</p> <p>JW - Provided an example of scaffolding at his block which appeared out of nowhere (no explanation), the entrance was covered which was a health and safety issue. John completed the online form but heard nothing & scaffolding remains in place.</p> <p>MO - Agreed communication is key & tenants should receive acknowledgement that their request has been received, investigated and resolved.</p>	<p>MO</p>

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	<p>SS - Advised she would investigate offline. Noted comments about communication</p> <p>Heidi - Questioned when new windows would be installed in her block; current ones are creating issues with drought and damp.</p> <p>SS - Recommended Heidi contact customer services whom may be able to provide an update.</p> <p>Heidi - Expressed concerns there are insufficient recycling bins in her block and questioned if it was possible to get more?</p> <p>MO - Explained there is currently a project ongoing which was is focused on expanding recycling areas. MO advised he will check if this project would be applicable to Heidi's block.</p> <p>Heidi - Questioned why their empty houses visible in Bristol, was it due to not having sufficient workers to redecorate etc.</p> <p>IM - Explained there is a Service User Group which covers repairs and maintenance. Simon the Voids manager will be present at the next meeting, and he will be able to answer such queries. Will send details to enable attendance.</p> <p>MC - Reiterated the problem with completing online reporting forms. Advised he had reported an issue weeks ago but had heard nothing back so unsure if repair request has been accepted.</p> <p>SS - Acknowledged communication and visibility of progress with issues is a current weakness within BCC reporting system. Advised a new IT system is being implemented (but won't be effective until next year) which will enable easier reporting of issues and provide clearer visibility of updates. SS apologised for issues experienced but assured the group they were being addressed.</p>	<p>SS</p> <p>MO</p> <p>IL</p>
C	<p>Clear corridors policy update - by Jack Barkell</p> <p>JB - shared a presentation on the safe escapes policy. This is a new policy setting out our proposed approach to keeping clear communal areas in high-rise - 6+ story – buildings</p> <p>MC - Expressed major concern relating to batteries catching fire and therefore suggested changing batteries back to the old style batteries which presented no fire hazard.</p> <p>JB - Explained he was unaware of a scheme in place to perform this and is unsure if it's possible to determine the battery type and therefore this may not be an option.</p>	

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	<p>SS - Advised BCC provide advice to residents which enables them to keep themselves and others safe. SS suggested with regard to batteries it may be worthwhile to speak to mobility scooter suppliers to check if changing batteries is possible.</p> <p>MC – Raised concerns regarding alternative storage solutions for those with mobility scooters as they often support vulnerable tenants to maintain their independence</p> <p>JB – Explained options around this were being looked at as part of the project, however the viability of providing the same storage solutions for every block may be difficult due to the building and available access/ space.</p> <p>RW - Questioned the fire safety risk associated with led acid batteries which he deemed minimal. Also asked if there were fire extinguishers which could put out lithium battery fires or if in the event of a fire they should just call the fire brigade.</p> <p>SS - Advised in the event if any fire the fire brigade should be called and NO tenant should attempt to fight the fire. SS advised Led Acid batteries can also provide fire risk if overcharged.</p> <p>SS - Thanked everyone for their suggestions and feedback.</p>	
D	<p>Future 'hot topic' ideas</p> <p>SS – Asked for suggestions for future Hot Topics or if there were any questions for BCC colleagues or the counsellors present.</p> <p>MC - Suggested discussing solar panels on council properties, explaining there is huge roof space on many properties and during the energy crisis suitable properties could really benefit. MC advised he has requested this topic before.</p> <p>SS - Explained BCC have just employed an Energy efficiency project manager so we will now be in a better position to fulfil this request.</p> <p>SS - Referred MC to the chat where information had been added by Cllr Renhard confirming BCC's ambitions regarding solar panels</p> <p>RW - Questioned if central government offered funding for Solar panels</p> <p>SS - Explained she was unsure if the exact funding details but if this subject is used as a future hot topic they will investigate further & return prepared with further information.</p>	

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F	<p>AOB</p> <p>SS - April 19th next Housing Management Board, full details on website papers should be published the following Tuesday..</p>	
G	<p>Date of next meeting</p> <p>SS - Explained the next meeting would be in the summer; Date to be confirmed.</p> <p>SS – Thanked the residents, councillors, and staff for attending and preparing the meeting</p>	