



Tenant Participation Housing Forum

MINUTES

Meeting	Date	Time	Location
Housing Forum	13/06/2023	18:00	Zoom
Attendees			
Residents	Councillors	Staff	
Boycee (B) Tim DLR (TLR) Jan Heaton (JH) Bob Jan Bobin Adam Friswell (AF) Tom (T) Pat Robinson (PR) Steve Carlin (SC) Alistair Goulding (AG) Charles Ross (CR) John Witheman (JM)	Cllr Helen Holland (HM) Cllr Yassin Mohamud (YM) Cllr Tom Rehnard (TR)	Craig Cook (CC) Ilona Marciniak (IM) Henry Murray David Maggs (DM)	
Apologies		Minutes	
Mayowa Ademuyewo (MA)		Henry Murray (HM)	

Agenda items

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

1. Welcome and Housekeeping
2. "You Said We Did" Update
3. Fire Safety update (sprinkler & alarms) - Presentation and discussion (Mayowa)
4. Energy efficiency (Sam Robinson)
5. Future 'hot topic' ideas
6. Any other business
7. Next Forums - September 2023
8. Close

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	Welcome (Housekeeping/ code of conduct)	
2	<p>“You Said We Did” Update</p> <p>TLR – Asked about portable toilets outside his building used by tenants whose bathrooms are being repaired.</p> <p>CC – Replied that where possible it would be preferable for portable toilets to not be needed.</p> <p>TR – Asked about timescales expected by council for bathroom refit.</p> <p>CC – Stated that on average around 5 days.</p> <p>B – Stated belief that 5 days cited includes all rewiring, and that the 5 days is the maximum.</p> <p>CC – Acknowledged concerns about polystyrene blowing across sites.</p> <p>TLR – Asked if when BCC writes up contracts there is a clause for contractors to pay for liquidated damages.</p> <p>CC – Replied that it is dependent on contract type. Stated belief that penalising has a benefit in some circumstances broadly, but in social housing it is not seen to be beneficial</p> <p>TLR – Expressed concern that Gilton House had suffered from debris, that they had to get a councillor on site to see it for themselves. Expressed preference for it be addressed in future contracts.</p> <p>CC – Acknowledged the issues raised at Gilton House and advised they were being fully investigated.</p> <p>AF – Expressed concern for leaseholders over service charges incurred for major works. Expressed that the charges are a burden and causes a lot of angst. Asked if there are things that council can do to recover costs from contractors.</p> <p>CC – Stated that the internal technical teams are well</p>	

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	<p>versed in contract management.</p> <p>B – Stated belief that despite “No Mow May” initiative, his building had grass cutters there cutting the grass. Asked if there could be communication to estates about this. Suggested grass areas at Yewtree should be left to meadow.</p> <p>T – Asked about best practise for first level of ladders, should it be taken away or left in certain circumstances.</p> <p>CC – Replied that he will need to follow this up afterwards</p> <p>B – Advised on what he believes is standard scaffolding process for scaffolding companies.</p> <p>T – Asked about current reliable contact information for leaseholders. Stated frustration with not being able to get through to team.</p> <p>IM – Asked T for details. Reminded attendees about the leaseholder forum next month. Advised details of meeting and how to book on the website.</p> <p>JH – Recalled initiative to make estates tidier and asked when that is going to start.</p> <p>CC – Advised he will have to refer to colleagues. Advised estate grading is still on the agenda and being rolled out but expressed uncertainty of timescales.</p> <p>DM – Advised that Martin Owen said estate grading was due to start in June.</p> <p>YM – Asked about timescale for scaffolding. Expressed concern with wide range of timescales for scaffolding mentioned previously, believes it has been up to three or four months in some cases. Agreed with T on issues regarding leaseholders team.</p> <p>CC – Expressed belief that scaffolding work taking three to four months means something could be awry. Advised that wherever scaffolding is to be put up we should be informing residents. Expressed belief that there should be open channels for leaseholders.</p>	<p>CC</p> <p>IM</p> <p>CC</p> <p>CC</p>

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	<p>YM – Restates the lack of communication with leaseholders.</p> <p>CC – Advised he will take this away as an action point personally.</p> <p>SC – Expressed an issue regarding rubbish at Rock House, Brentry. Expressed belief that as soon as rubbish is cleared, residents repeat rubbish dumping on grass verges or recycling bins area. Expressed belief rubbish was last cleared in January by the council.</p> <p>CC – Advised he will add to list of “You Say We Did”</p> <p>AG – [2 Questions via chat regarding repair issues at Hanover House]</p> <p>1) The front door only locks shut about 50% of the time. I have reported it online, via the emergency line and at least one neighbour also has. It’s been weeks and it’s a security issue – we have drug abuse going on at the back of the flats almost daily. If they discover the front door is often open, they might bring that inside, rather than in our waste room alcove.</p> <p>2) When the painters came in to paint the internal walls 18 months ago, they did a great job on the walls but they didn’t cover the floors so there are paint splatters on all of the floors and the stairwell. I mentioned this a few times in various comms, but no one came back to clean them up. There’s no hazard – it’s just a bad job, looks messy and uncared for, and it feels like both BCC and the residents have been short-changed. Can they be made to come back and clear up? And if not, can BCC clean it? You’ll need a good solvent by now!</p> <p>CC – Noted questions and advises they shall be taken away</p> <p>AF – Expressed concern over charges that leaseholders have incurred. Expressed belief that they have stacked up in the tens of thousands of pounds. Asked if there could be more help with communication, payment schedules, amounts, timescales, email responses.</p>	<p>CC</p> <p>CC</p> <p>CC</p>

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	<p>CC – Responded in the affirmative.</p> <p>YM – Advised A to speak to housing officers regarding drug abuse issue and that he is happy to be contacted to support.</p> <p>IM – Advised that there is a new team at Rapid Response. Advised that AG has reported some issues and made aware he has already spoken to RR. Advised that they are going to put up a fence next week to help with drug issues. Advised RR are working to resolve other issues at Hanover House</p> <p>YM – Asked if information can be shared.</p>	IM
3	<p>Fire Safetyupdate (sprinkler & alarms) - Presentation and discussion given by Craig Cook in Mayowa’s absence</p> <p>CC – Gave presentation on Fire Safety Update</p> <p>TLR – Expressed belief that Butler House still has Waking Watch in place even though criteria had been met for them to be removed.</p> <p>CC – Advised that Waking Watch is still in place because the building still has cladding. Advised council deemed it to be better safe than sorry. Expressed belief they are to be removed soon.</p> <p>YM – Asked for breakdown on Waking Watch still in place and timescales to be removed.</p> <p>CC – Listed blocks where they have been removed, advised he will take away Gilton House as action point</p> <p>TR – Advised there will be an update for all councillors. Advised progress is being made but that it takes time.</p> <p>CC – Advised that the council is hoping to get installation done for fire alarms completed in Q2.</p> <p>CC – Provided an update on sprinklers, and that they are fully budgeted for by BCC. Updated on building/ storey</p>	CC

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	heights.	
4	<p>Energy efficiency (Sam Robinson)</p> <p>Sam Robinson gave presentation on Energy Efficiency</p> <p>AG – Asked if there are any plans for turfed roofs where appropriate for insulation, added biodiversity and reducing urban heating advantages.</p> <p>SR – Advised the One City strategy touches on this, that the council should be thinking about this where possible, however at this point doesn't have a more definitive answer.</p> <p>CC – Agreed that turfed roofs are a net gain in biodiversity, advised on difference between green and blue roofs. Advised they are on the council's agenda.</p> <p>B – Advised that Leicestershire council have turfed every bus stop and it that it could be something for council to look at. Advised that he has been bringing point regarding grass for years; that he believes the council is cutting grass where it doesn't need to be cut. Expressed belief it would save money, and that Yewtree court would be an ideal place for wildflower meadow along verges and patch at rear of estate. Asked why grass isn't being left to grow into wildflower meadows. Expressed belief that other councils that have introduced similar policies, citing cost-saving.</p> <p>Asked about lead time for solar panels going onto low-rise rooves.</p> <p>SR – Advised that this year council is to bring forward a plan for solar. Advised that rollout will be dependent on which blocks are most appropriate, where the highest bills are. Expressed optimism that once appropriate blocks have been identified it'll speed up procurement processes.</p> <p>CR – Asked if council has a programme for when individual blocks of flats such as Little Cross house will be re-cladded.</p> <p>SR – Advised he doesn't have answer but advised Little Cross House is scheduled for it, so expressed belief that it</p>	

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	<p>will be later this year.</p> <p>JW – Advised that his block has grass, asked if it's up to blocks to say if they would like grass to be left or not. Expressed belief that he would get 100% agreement to leave grass alone on his estate.</p> <p>CC – Acknowledged this subject is a great suggestion 'for You Said We Did' and idea for future hot topics</p> <p>JW – Asked about policy regarding tree maintenance, if it can be a tenant-run initiative and expressed opinion that his neighbours have been maintaining trees on his estate.</p> <p>CC – Advises that this question has come up a lot and will take away for action point.</p> <p>TLR – Asked to clarify definition of blue rooves.</p> <p>CC – Advised definition of blue roof is for water storage. Expresses desire to have as standing agenda item as there is interest being showed. Advised about details on fire alarms.</p>	<p>IL / CC</p> <p>CC</p> <p>CC</p>
5	<p>Future 'hot topic' ideas</p> <p>CC – Noted future topic for biodiversity and green spaces. Asked councillors if they agreed.</p> <p>JH – Asked if information on timetable for grass cutting is available. Expressed belief that usually community is involved with new trees so they don't get damaged. Expressed belief that this TRe it hasn't happened, asked why.</p> <p>CC – Acknowledged as good point and will take away for an answer</p> <p>HH – Thanked team and expresses opinion that she is getting updates around her blocks much quicker now.</p> <p>CC – Asked for more suggestions of hot topics, expressed</p>	<p>CC</p> <p>CC</p>

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	<p>desire to not impose topics, advises anyone can suggest them in or outside of meeting.</p> <p>TR – Raised damp and mould as an issue.</p> <p>CC – Advised next damp and mould related session will be tabled for future discussion.</p> <p>YM – Thanked CC for updates.</p>	CC
6	<p>AOB</p> <p>YM – Asked how we can encourage residents to join these meetings, advised happy to support.</p> <p>CC – Advised that the council have dedicated tenant participation team who work on promoting to residents.</p> <p>TLR – Raised anecdote that Somali community used to have their own radio station, that he had previously gone along to drum up support for meetings. Expressed difficulty with raising interest historically across all of Bristol.</p> <p>JH – Asked for timescale for a property to be relisted once vacated moved out.</p> <p>CC – Advised it is dependant on flat and any repairs needed. Asked if there is a specific flat in mind.</p> <p>JH – Expressed belief about a flat that is two months empty and expressed belief it hadn't been looked at yet.</p> <p>CC – Asked for details, as this is corporate priority.</p>	CC
7	<p>Next Forums - September 2023</p> <p>7th September 2023 13:00 https://www.eventbrite.co.uk/e/656621090357?aff=oddtcreator</p> <p>19th September 2023 18:00 https://www.eventbrite.co.uk/e/656619726277?aff=oddtcreator</p>	