

# Tenant Participation

## Housing Forum



### MINUTES

<b>Meeting</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Housing Forum	29/06/2023	18:00	<b>Zoom</b>
<b>Attendees</b>			
<b>Residents</b>	<b>Councillors</b>	<b>Staff</b>	
Janet Browning (JB) Nigel Varley (NV) Lilac Blue (LB) Tim De La Rew (TLR) Alistair Golding (AG) Boonseng Soh (BS) Lorraine Francis (LF) Morayo Omogbenigun (MO) Philip Morris (PM)	Cllr Don Alexander (DA) Cllr Tom Rehnard (TR)	Ilona Marciniak (IM) Henry Murray (HM) David Maggs (DM) Mayowa Ademuyewo (MA) Leshia Wilson (LW) Sarah Spicer (SS) Louisa McCarthy (LM) Sam Robinson (SR) Richard O'Reilly (RR)	
<b>Apologies</b>		<b>Minutes</b>	
Fiona Lester (FL)		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 (MA)
4. Energy efficiency (Sam Robinson)
5. Future 'hot topic' ideas
6. Any other business
7. Next Forums - September 2023

8. Close

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
1	<b>Welcome (Housekeeping/ code of conduct)</b>	
2	<p><b>“You Said We Did” Update</b></p> <p>Brief presentation on updates to You Said/We Did given by Ilona</p> <p>NV – Expressed opinion that repair listed in presentation hadn’t been fixed.</p> <p>IM – Advised that repair team will be informed that it hasn’t been resolved.</p> <p>NV – Expresses dissatisfaction with communication.</p> <p>IM – Apologised and advised she will speak to response planning.</p> <p>SS – Advised that not every resident may want comms on repairs but reiterated that it will be taken away.</p> <p>Back to presentation.</p> <p>NV – Acknowledged an item had been resolved and that cladding has been removed, however expressed opinion and concern about management of project related to polystyrene</p> <p>SS – Advised this would be fed back. Advised that there was a review of process based on raising of issue and that process changed completely based on this.</p>	<p>IM</p> <p>SS</p>
3	<b>Fire Safetyupdate (sprinkler &amp; alarms) – MA</b>	

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	<p><b>Presentation on new inspection program</b></p> <p>PM – Asked if fire alarm system will be installed in lower levels in places like Berrycroft.</p> <p>MA – Advised that they are focussed on high rise buildings in initial stages.</p> <p>NV – Raised point about when fire alarms go off. Noted the policy of staying put if there is a fire. Advised he wrote to council about this and expressed concern with response. Expressed concern about smoke coming into flats if there was a fire. Expressd concern about experts and expressed belief that the same experts that said cladding was safe are same as those who wrote policy. Expressed belief that no one will take notice of stay put policy.</p> <p>SS – Advised that the stay put advice is directly from Avon Fire &amp; Rescue and the national fire service. Advised that if fire service are called they make assessment to evacuate and that they will start with closest to fire. Advised that it is only advice, and that if residents don't feel safe then it is entirely their choice to evacuate.</p> <p>NV – Expressed annoyance at belief that council says flats are smoke proof.</p> <p>SS – Advised that obviously they are not smoke proof but designd to stop the spread of fire and minimise smoke travel. Advised Avon Fire &amp; Rescue have advised this as they would make the assesment to safely evacuate residents in a managed way.</p> <p>Back to presentation by MA.</p> <p>NV – Advised that he visited Butler House and he believes the sprinkler system looked good and discreet. Expressed concern about if it works or not.</p> <p>SS – Thanked Nigel for positive feedback on new sprinkler system.</p>	

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4	<p><b>Energy efficiency presentation by Sam Robinson.</b></p> <p>NV – Advised that flats with cladding removed get very cold and expressed belief that it will be especially difficult for those flats during the winter. Asked if timescales for these projects to be sped up.</p> <p>SR – Acknowledged that Nigel’s point was well made. Advised that it was difficult decision when balancing fuel poverty considerations with new installs and that needs to be factored in.</p> <p>SS – Advised that there wre no colleagues present at forum from the program, but advised Nigel that she can make sure that feedback reaches them. Advised will check on timescale and follow up</p> <p>NV – Expressed belief that no one is in control of the project and that the council is being ripped off.</p> <p>SS – Advised that there is management on council side. Advised that they will follow up and ask they provide update to residents of amended timescales.</p> <p>NV – Expressed frustration and belief that council should compensate residents for higher heating bills.</p> <p>LB – Asked if there are minutes taken for forums and if actions are discussed in following meetings.</p> <p>SS – Responded in the affirmative and advised minutes are circulated before the next meeting</p> <p>LB – Asked how would one know if their flat is being reviewed.</p> <p>SR – Advised that if your flat is missing insulation then it will be on the program. Advised that dates are not finalised.</p> <p>LB – Asked if residents would receive a letter if work is going to take place.</p> <p>SR – Advised that yes, that would go on a program and you would then be contacted. Advised that the</p>	<p>SS</p> <p>SS</p>

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	<p>engagement team at BCC is in place for communicating. Reiterated, the dates aren't finalised so communication will happen nearer the time.</p> <p>PM – Asked about storage heater item name.</p> <p>SR – Advised that they are aware PM has raised this previously.</p> <p>PM – Expressed frustration with communication.</p> <p>PM – Advised about district heating in Barton Hill. Asked in what area council is going to install district heating.</p> <p>SR – Advised that they believe plans are publicly available. Advised that it would not be BCC owned and it depends on demand for service. Advised it would be used by not just local authority but private businesses too. Advised that no decisions made on where it will be installed.</p> <p>PM – Expressed opinions on district heating systems being better in other cities. Advised that residents are often complaining to him about storage heaters.</p> <p>SS – Advised they will ensure that response comes back to service user group.</p> <p>NV – Expressed opinion that Butler House has great heating.</p> <p>Question from AG in chat: Sam... any thought given to council tenants and leaseholders having an opportunity to 'invest' in solar panels on their roofs (flats or houses)?</p> <p>I know not everyone would be able to afford to, but it would help raise finance and could also provide a long-term return from energy generated - there could be levels of investment from very low amounts to more significant ones.</p> <p>Might be a non-starter for any number of reasons (what happens if tenants leave? Can they sell their share? Are they liable for maintenance etc), but also seems like something that could be considered</p>	

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	<p>SR – Acknowledged a great question. Advised that there would be problems with allocation based on who has paid for panels versus distribution of energy. Raised concern about tenants investing but losing out on investment due to moving properties. Advised that panels themselves are only one part of overall expense for solar.</p> <p>TLR – Raised point addressed to Phil about district heating he believes is being built based on incinerator in Avonmouth. Raised point that leaseholders may own internal property of council units, but that they do not own the outside and the roof.</p>	
5	<p>ASB Case Review</p> <p>Presentation by Richard Hawkrige councils safe communities team about ASB Case Review (previously The Community Trigger)</p> <p>PM – Asked if members of the public are allowed to attend. Raised concerns of neighbour and asked if they could attend on their behalf?</p> <p>RH – Responded in the affirmative.</p> <p>LB – Raised concern that some residents might be afraid to make complaints against certain individuals with regards to anti social behaviour. Expressed opinion on drug users and ex prisoners. Asked why housing officers aren't more of a presence in local communities.</p> <p>RH – Advised that within ASB case work, anonymised reports can be used unlike the criminal justice system. Recognised that this might not be understood and advises they will take this away as something to communicate with public.</p> <p>LB – Raised concern about property value in relation to anti social behaviour reporting, asked what sort of protections there might be.</p> <p>RH – Advised they don't have an answer for leaseholders in</p>	RH

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	<p>that situation. Advised that it is a decision for them if they don't wish to report because they want to resell their properties. Advised that with regards to housing officers, it is not something they can personally address but is something they can feedback</p> <p>PM – Raised concern about ongoing anti social behaviour from a tenant. Expressed opinion that the three reports system does not work.</p> <p>RH – Advised they aren't aware of this situation. Advised it should be received by Estate Management Officers. Advised that if residents feel an issue with ASB hasn't been addressed they can request a review, and referred to links provided.</p> <p>Question from AG in chat - Interesting about statutory duty... I complained multiple times to multiple people at BCC and police about anti-social behaviour at Hanover House (drug-taking, rough sleeping, non-tenants getting in, drugs/sex/alcohol litter, urination and defecation) over 18 months.</p> <p>Nothing happened, which make me wonder if anyone I contacted knew about this process? Or does it have to be about a neighbour (rather than street homeless and local drug users and dealers)?</p> <p>Until I mentioned it to Ilona, that is - at which point, she had things in motion that very day, and today (so within 3-4 weeks) now have a fence erected to stop these activities happening in the waste room alcove at the back of Hanover House.</p> <p>We can't thank her plus Tony and Matt of the rapid response team - they have been incredible.</p> <p>But why would the issue not have been flagged up under this this Community Trigger system?</p> <p>RH – Advised that the ASB Case Review is there to review cases but if you have logged a case about a specific issue then this would be an ASB case. Advised they are intending to relaunch to make parties aware that it is an extra step that can be taken.</p>	RH

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	<p>Continues with presentation</p> <p>BM – Raised issue with tenants in six of their flats dealing with ASB in Henbury. Asked about where it might be in process of being resolved.</p> <p>IM – Advised they had emailed BM housing officer who is aware and is investigating. Advised they will follow it up with housing officer and will come back to you.</p> <p>BM – Asked if it is possible to pass on details directly.</p> <p>IM – Responded in the affirmative and will contact after meeting.</p>	<p>IM</p> <p>IM</p>
6	<p><b>Future “hot topic” ideas</b></p> <p>LB – Expressed opinion that housing officers should be more accessible and more of a presence in communities. Expressed frustration with communication. Raised issue regarding maintenance of parts of their property that they had initial contact with housing officer but it dropped off. Asked why communication is so poor.</p> <p>SS – Advised that visibility of housing officers and communication process with the council are both noted for agenda items at the future forum.</p> <p>TLR – Raised Bristol waste as agenda item.</p> <p>SS – Advised this is a company owned by BCC and request is noted for next time.</p> <p>PM – Expressed belief that they have not seen a housing officer in the four years being in their property. Expressed belief that they used to see housing officers do walkabouts.</p>	<p>SS</p> <p>SS</p>



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7	<p><b>AOB</b></p> <p>PM – Raised concern of email response times.</p> <p>SS – Advised there is an expectation of a response within a reasonable period of time.</p> <p>PM – Raised concern that they have sent several emails regarding ASB to council without a response.</p> <p>LM – Advised that housing officers aim for 10 working days to respond to emails. Acknowledged frustration but advised emails sometimes delayed to annual leave and other officers may not be able to respond within the 10 working days. Advised that rents and repairs not covered by Housing Officers,</p> <p>LB – Asked how residents know when a housing officer is on your estate.</p> <p>PM – Expressed belief that housing officers are no as longer as visible as they used to be.</p> <p>LM – Advised that on the BCC website there is a full list of housing officers and where they are located. Advised that housing officers are stretched and often can't respond to emails when they are on site. Advised that they are currently recruiting for more housing officers.</p> <p><a href="https://www.bristol.gov.uk/housing-officers-for-council-tenants">Housing officers for council tenants (bristol.gov.uk)</a></p>	
8	<p>Next Forums - September 2023</p> <p>7<sup>th</sup> September 2023 13:00  <a href="https://www.eventbrite.co.uk/e/656621090357?aff=oddtcreator">https://www.eventbrite.co.uk/e/656621090357?aff=oddtcreator</a></p> <p>19<sup>th</sup> September 2023 18:00  <a href="https://www.eventbrite.co.uk/e/656619726277?aff=oddtcreator">https://www.eventbrite.co.uk/e/656619726277?aff=oddtcreator</a></p>	