



MINUTES

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Estates Service User Group	29/06/2023	18:00	Zoom
Attendees			
<p>Residents</p> <p>Jan Bohin (JB) Boycee (B) Jo Coomber (JC) Nigel Varley (NV) Pat Robinson (PR) Phillip Morris (P) Tim De La Rew (T) John Whitman</p>	<p>Councillors</p>	<p>Staff</p> <p>Brinton Edwards (BE) Jo Marchant (JM) Richard O'Reilly (RR) Ilona Henry David Maggs (DM) Gareth Liggins (GL) Jo Marchant (JM)</p>	
<i>Apologies</i>		<i>Minutes</i>	
		Henry Murray	

Agenda items

1. Welcome
 2. Actions from previous meeting
 3. New Garage Management Policy
 4. ASB Awareness Week
 5. Digital Signage Boards
 6. Future agenda items
 7. AOB
- Next Meeting**

<i>Agenda Item</i>	<i>Discussion Points/ Outcomes & Actions</i>	<i>Actions</i>
1	Welcome (Housekeeping/ code of conduct)	
2	<p>Actions from previous meeting</p> <p>David Maggs presented You Said – We Did</p> <p>JB – Suggested they could add advertisements for walkabouts in their electronic newsletter in Hartcliffe.</p> <p>DM – Expressed enthusiasm and gratitude.</p>	

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	<p>JB – Asked if Ilona could let them know about details.</p> <p>NV – Expressed opinion that the council website is not a satisfactory way of communicating. Expressed belief that nobody uses it. Recommended the use of e noticeboards in foyers of buildings.</p> <p>BE – Advised that there is something on the agenda regards to noticeboards.</p> <p>B – Offered assistance notifying neighbours about walkabouts on their estate. Advised that a number of people don't have access to the internet so they won't see adverts on website.</p> <p>DM – Advised that website will also include scores of assessments during walkabouts. Advised that it is currently in development and will be brought up in future meetings.</p> <p>P – Expressed belief that their housing officer only works two days a week. Expressed frustration with bids and that EITB and NIB difference needed explaining.</p> <p>DM – Advised that all information will be listed eventually. Advised they will find out about bids and get back to Philip.</p> <p>P – Advised they sent photos on 3rd June.</p> <p>DM – Advised that that issue has been picked up and second issue is being done 3rd July. Asked Boycee they are aware of resolution with car park gates at their site.</p> <p>B – Replied that they believed it hasn't been done</p> <p>DM – Advised that issue should have been with rapid response after 3rd June, and that there was confusion with order so Boycee should have had response already. Advised will take away.</p>	<p>IL</p> <p>DM</p>
3	<p>New Garage Management Policy</p> <p>Presentation by Richard O'Reilly on revised Garage Management Policy</p> <p>B – Expressed confusion over difference between eviction notice for tenants of properties and tenants of garages. Asked if it's still 14 days for eviction notice for garages, even if rent is paid monthly.</p> <p>RR – Advised that garages are a different kettle of fish because 14 days is standard. Any rent paid beyond the 14 days would be refunded. However he acknowledged the difference was a good point to raise and will add it into the policy guidance .</p>	<p>RR</p>

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	<p>JM clarified that both homes and garages are charged on a weekly rental basis, not monthly, although many people choose to pay on a monthly basis.</p> <p>P – Expressed opinion that council is losing money over car parking spaces not being used while new flats are being built without them. Expressed belief that a letter on a garage door stated there is a 30 days eviction notice on it, dated Sept 2019, but still nothing has happened.</p> <p>BE – Advised P will contact RR offline.</p> <p>Back to presentation.</p> <p>NV – Expressed opinion that the Council is losing income because garages are not rented out at affordable rates. Advised many people can't afford the rent price per month for a garage. Suggested reduction of rates or opening them up to be used parking.</p> <p>RR – Advised the council lets everything they can.</p> <p>NV – Expressed frustration that unit in their block is used as communal storage which they believe is a waste of space.</p> <p>RR – Advised that resources are stretched and that statutory requirements have influenced where resources can go. He agreed that the garage estate could be better utilised, and decision should be made on them.</p> <p>B – Agreed with Nigel that garage rent prices are unaffordable and that bringing them down would make sense. No-one on benefits can afford the rent. Expressed opinion that failing to do so is a waste of money. Advised that garages also need extra security.</p> <p>BE – Advised on cost of maintenance of garage sites. Advised they are not to operate with any kind of profit margins, over cover costs. Acknowledged valid points.</p> <p>RR – Advised that have been a lot of issues with these sites which impacts rent prices.</p> <p>NV – Asked if council can't afford to demolish garage sites.</p> <p>RR – Replied that council has demolished some because of safety issues.</p> <p>NV – Asked how often they're inspected.</p> <p>RR – Advised that safety issues would need to be reported.</p>	<p>P/RR</p> <p>RR</p>

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	<p>NV – Responded that they can't be reported if no one uses them.</p> <p>RR – Acknowledged a fair point.</p> <p>NV – Expressed opinion that the lack of resources is not the council's fault but government's fault.</p> <p>RR – Acknowledged point.</p> <p>T – Expressed belief that 17 years ago there was a city wide vote of tenants to demolish all garages and it still hasn't been carried out. Expressed opinion that the Council should be in the business to house people not cars. Expressed opinion that Croydon house could get another block on the site in space currently used for car parking.</p> <p>P – Expressed belief that all garages were demolished at King's Marsh and Beighton and houses were built. Asked what happened to the BCC document "Working Together". Expressed opinion that reviews over policy come and go and expressed belief that nothing changes except people losing their jobs.</p> <p>BE – Advised that consultations are lengthy and there is plenty of history to pull from to show improvements.</p> <p>NV – Suggested council calculate the space used for garages that could be used to house people, and expressed belief the land could be worth millions.</p> <p>BE – Stated belief that the discussion had given Richard with this policy, and other colleagues points they can take forward.</p>	
4	<p>ASB Awareness Week</p> <p>Presentation from Gareth Liggins on ASB Case Review (formerly known as "a community trigger")</p> <p>B – Asked for the difference complicated and complex cases to be explained.</p> <p>GL – Advised there is no hard and fast rule. Gave example of noise complaint reported three times in 6-month period with no response, explained that this would be a simple case that can be addressed. Gave opposing example of someone causing ASB with acute mental health issues, abuse issues, building picture with multiple agencies to get involved. Cited latter example as a case where a panel review is required.</p> <p>B – Raised ongoing ASB case that has not been resolved on his estate.</p>	

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	<p>BE – Advised they will take details from Boycee after meeting to discuss.</p> <p>B – Expressed frustration that they have been speaking about this issue for years.</p> <p>GL – Advised that this is exactly what the new case review is for and recommended putting one through. Advised it was made to give assurance that issues will get looked at.</p> <p>B – Restated that they believe nothing has been done. Expressed belief that residents are scared to leave their flats.</p> <p>BE – Advised that this has been noted. States they will take ownership and get resolution for Boycee.</p> <p>IL – Advised they will email Gareth with Boycee’s details and record actions.</p> <p>JB – Raised issue where they had two types of ASB . One involved adults to stop all visitors in tower block and had major issues with children. Asked how this relates to this review.</p> <p>GL – Advised that if you feel you’re suffering consistent ASB behaviour, you’ve reported to police, council or other agencies and feel nothing has been done, you can complete an ASB referral and the Community Safety Partnership will come up with action plan for how to resolve it.</p> <p>NV – Expressed opinion that there doesn’t seem to be any mechanism for urgent or emergency response, that you have to go through a complex process to get something done. Expressed belief that if something persists the landlord is in breach of contract. Expressed opinion that what they need is tenant’s union.</p> <p>GL – Advised that there is an emergency process housing officers can use, which is in serious cases referred to ASB team and go to court the next day in some instances.</p> <p>NV – Asked how many other cases there are.</p> <p>BE – Advised we can’t talk about unverifiable details. Advised ASB team needs evidence and they have to go through a process for cases like this.</p> <p>NV – Asked if Boycee’s case an anomaly or is it is a symptomatic problem. Asked how many cases there are in which residents are suffering.</p> <p>GL – Acknowledged that ASB needs to be improved and that there is an improvement plan in place.</p>	<p>B/GL</p> <p>IL/GL</p>

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	<p>NV – Expressed frustration that it’s an emergency issue. Expressed opinion that council has a duty of care to protect its tenants.</p> <p>GL – Advised that Nigel is right in that there are structural issues at play. Advised it is something they take very seriously at the council.</p> <p>P – Raised issue with resident in their block that they believe has had 16 years of abuse. Expressed belief that nothing has been done.</p> <p>BE – Advised point is noted.</p>	BE/GL
5	<p>Digital Signage Boards</p> <p>Presentation by Brinton Edwards giving early information of rollout of digital signage.</p> <p>B – Asked if they are going to get a digital screen in their block.</p> <p>BE – Advised that plan is to be in all blocks, but it has to be phased, and first needs to go to Cabinet, and engage with councillors etc. Looking to trial in 4 of the blocks but waiting for feedback from Council.</p> <p>B – Advised that electronic screens are a great idea but so many tenants without phones and televisions. Expressed opinion that for younger ones it is a brilliant idea, but for older generations Boycee asked how they will be reached.</p> <p>BE – Advised that this is just one method, cited QR codes. Advised that the Council has multiple threads to be explored. Advised it will take a time to roll out.</p> <p>NV – Expressed belief that they have had a screen in their foyer for 2 years that hasn’t been turned on. Expressed frustration that it is a waste. Expressed frustration with waste of paper notifications when technology could be better used for notifying residents with updates etc and letters take longer than emails. Expressed belief that technology is easy. Proposed setting up working group with council officers and tenants to set up new communication processes.</p> <p>BE – Advised point taken.</p> <p>NV – Asked of those in the meeting in favour of setting up said work group. Stated that they believed all tenants in meeting agreed and therefore it’s going happen.</p>	BE

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	<p>BE– Acknowledged point.</p> <p>Discussion between NV and BE around communication and timeliness. NV expressed frustration with process and council as a whole.</p> <p>BE – Advised that respectfully they will listen to concerns and take the time to report back.</p> <p>JC – Asked what else needs to be fixed if cladding has been removed on their block. Raised issue of wrong doors being delivered and that they haven’t heard anything since misdelivery. Expressed belief that they always used to have a PCC that came by but since lockdown that hasn’t happened.</p> <p>DM – Advised they will follow up with Jo Coomber regarding those points.</p>	<p>BE</p> <p>BE</p> <p>DM</p>
6	<p>Agreed items for future agenda items</p> <p>NV – Stated that he would like communication to be on future agenda items.</p> <p>JM – Advised that in wider consultation work that BCC had done, digital screens have come up a lot and many tenants wish to see them.</p> <p>NV – Asked if the screens are working.</p> <p>JM – Replied no but that’s why they want to improve them.</p> <p>Philip – Acknowledged need for screens but made point that running of them needs consistency.</p> <p>JB – Expressed belief that Council does a lot for high rise blocks but not enough for stand-alone houses and that this makes people reluctant to join in – can other types of housing be covered in these meetings.</p> <p>NV – Advised that Jo invited them to Butler House the other day and found it to be impressive. Expressed desire to see collation of good practise for estates, for blocks and other accommodation types, would like to see examples of best practise and how the council can spread that best practise.</p> <p>JM – Advised they will take that forward.</p> <p>JM – Expressed enthusiasm for those present at this meeting residents to ask neighbours to attend and bring in their ideas and points that they would like discussed.</p> <p>DM – Expressed open invitation for residents to email DM/IL after</p>	<p>Communication</p> <p>Issues related to accommodation other than high rise blocks</p> <p>More examples of best practice and how the Council spreads best practice.</p>

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	<p>meeting with any other ideas.</p> <p>B – Asked for update on bathroom repairs.</p> <p>IL – Advised it is being scheduled for either August or September, that there is also manager of bathroom project coming to scrutiny panel. Advised will double check and get back to Boycee.</p>	<p>ALL</p> <p>IL</p>
7	<p>Any other business</p> <p>B – Expressed belief that council wastes money, citing who had incorrect bathroom installed, which was ripped out at great expense.</p> <p>JM – Asked for point to be noted to take away.</p> <p>B – Advised that it's been resolved.</p> <p>DM – Replied that they need to find out why there was a mistake made.</p> <p>JB – Raised issue about smart meters not being compatible in their building. Raised issue which is they believe lights installed during rewiring are now discontinued.</p> <p>JM – Advised they will take away</p> <p>BE – Acknowledged frustrations and that members of the Council also share those frustrations. Stated commitment to do the best they can for residents. Thanked residents for their time.</p>	<p>DM</p> <p>JM/DM</p>
8	<p>Date of next meeting</p> <p>31st August</p> <p>-</p>	