



**Tenant Participation**  
*Estates Service User Group*

**MINUTES**

| <i>Meeting</i>   | <i>Date</i>        | <i>Time</i>    | <i>Location</i>  |
|--|--------------------|----------------|--|
| Estates Service User Group   | 27/04/2023         | 18:00          | <b>Zoom</b>  |
| <b>Attendees</b>   |                    |                |  |
| <b>Residents</b>   | <b>Councillors</b> |                | <b>Staff</b>   |
| Alison Scott (AS)<br>Jo Coomber (JC)<br>Nigel Varley (NV)<br>Boycee (B)<br>Tim De La Rew (TR)<br>Pat Robinson (PR)<br>John (J)<br>Phil (P)<br>Alistair (A) |                    |                | Jack Barkell (JB)<br>Martin Owen (MO)<br>Ilona Marciniak (IL)<br>Henry Murray (HM) |
| <b>Apologies</b>   |                    | <b>Minutes</b> |  |
|  |                    |                |  |

**Agenda items**

| <i>Agenda Item</i> | <i>Discussion Points/ Outcomes &amp; Actions</i>   | <i>Actions</i> |
|--------------------|--|----------------|
| <b>1</b>           | <b>Welcome (Housekeeping/ code of conduct)</b>   |                |
| <b>2</b>           | <b>Actions from previous meeting</b>   |                |
| <b>3</b>           | <b>EIB and NIB – Presentation</b><br><br>AS – Presentation on Environmental and Neighbourhood Improvement Budgets<br><br>Tim – comments that he has made suggestions for budgets in the past but has not heard back. |                |

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|                    | <p>MO – Agreed that if you submit a bid or query and it's rejected you should absolutely hear why</p> <p>TR – Suggests some of EIB should be used to make a path to noticeboard for it to be accessible</p> <p>MO – Suggests bringing this up with housing officers</p> <p>TR – Expresses concern that part time housing officers not working enough hours for volume of problems</p> <p>Boycee – Expresses concern over communication. Says last meeting that work was done which looks good but there was zero communication. Issues around health and safety while it was happening as contractors had to dig up paving slabs because uneven. Had to tell workers when they could and couldn't do work due to tenant's mobility needs. OSB sheets create an obstacle for tenant with broken hip who is also scared to walk out their flat. Expressed that more communication needed on this kind of work.</p> <p>NV – Expresses concern on communication. Suggests ideas from tenants need to be written up for clarity and so that timescales are visible. Believes this doesn't happen because HO has no time.</p> <p>P – Expresses belief that BCC is bad at communication. Cites kitchen repair timescale initially quoted as 15 days not done after 6 weeks. Cites another issue where workers said they would start in the morning but showed up at 13:30.</p> |                |
| <b>4</b>           | <p><b>Estates Grading – Presentation by Martin Owen</b></p> <p>MO presented “Estate and Neighbourhood standards”</p> <p>PR - Asks how long work takes to be actioned after initial report taken. Asks if there is going to be any feedback to the tenants involved in investigation. Expresses concern with relying on other departments who he believes are not as compliant. Asks if there is something to link departments about an issue.</p> <p>MO – Expresses that it's really important that all teams are engaged with issues. Service leads are behind this linking of teams. States that there are service level agreements to keep to task, if nothing resolved it goes higher until there is resolution. He state that Rapid Response Team are out there at the moment fixing jobs. HOs and operatives are out there reporting issues that may fall between services. Overall plan will be to allow residents to access problem reports online to keep track. Escalation routes, service level agreements to keep to task.</p> <p>P – Advises that Cllr Townsend last year commented that he</p>  |                |

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|                    | <p>would get something done about several issues that have not been addressed. Asks how Hos can do walkabouts as they only work a couple days a week, and are often playing catchup. Action Point for Branches and grass going through tarmac – MO to receive email with details and follow up.</p> <p>MO – we will note those as action points</p> <p>NV – Expresses that he finds it very difficult to not get cynical. Believes problems come down to time and cost. Believes that his block was well maintained before scaffolding went up. Regarding walkabouts of HOs, asks if they will be daytime or evening. Regarding updates website, believes that unless people know where this website is, it will be a problem. Advises that a few years ago the council installed a screened to convey info from council, and if that could be used for walkabout info. Advises that they have made complaints regarding dumped vehicles in car park that haven't been moved ACTION POINT. Means and resources to implement them and time frame to give people</p> <p>Boycee – Asks for dates, times and locations of walkabouts. Advises that he hasn't seen anyone walking around at Yewtree courts. Would like breakdown of walkabouts, number of and when</p> <p>Jo Coomber – Expresses desire to be notified of the score for walkabouts.</p> <p>A – Writes questions in chat box.<br/> 1) Can we find out our score (and see where our area is)?<br/> 2) Can residents have versions of the audit so they can submit their own scores? Would help keep HOs up to date between their walkabouts and save them time? reduce walkabouts for HOs<br/> 3) Will they inspect the roof? No-one believed our drains may be blocked despite water pouring through a hatch in heavy rain and massive condensation problems on our walls. When someone did, sure enough, the drains were completely blocked with leaves, dirt, moss and bird excrement. ACTION POINT – HANOVER HOUSE Blocked drains</p> <p>MO – Advises there is nothing to stop allowing residents to join walkabouts</p> <p>NV – Advises that outcomes of walkabouts are dependant on when walkabouts take place; that when it's dry, spaces seem fine but when it's raining issues become more apparent.</p> <p>MO – Agrees time does make a difference. We will take away actions for next SUG</p> | <p>MO</p> <p>MO</p> <p>MO</p> <p>MO</p> |
| <b>5</b>           | <p><b>Clear corridors policy update – by Jack Barkell</b></p> <p>JB presented “Updated Policy: Safe Escapes in high-rise blocks”</p>  |   |

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|                    | <p>Tim – Asks if prohibitions found in policy will be on contracts for new tenant agreements.</p> <p>JB – Advises there is a plan to modernise tenancy agreements but advises this won't immediately happen with rollout of this policy.</p> <p>JB – Advises there will already be terms regarding communal spaces in agreement already. Agrees that suggestion of a diagram as part of comms into a signup pack for new tenants and will pass on.</p> <p>P – Advises on number of mobility scooters where he lives. Advises he is the only one with a wheelchair, and that he pays £1 a week to leave it there. Believes storage there is full and that in Northfield House there are 10-15 mobility scooters left about in the corridors. Asks if storage cases could be converted for storage for mobility scooters and wheelchairs. Advises he finds it very difficult to walk over to Moorfield House to get his scooter.</p> <p>JB – Advises council won't be implementing policy suddenly as it would be unfair on users. Advises they will reach out to those users of mobility scooters individually and will look for storage locally. Advises in some cases storage may not be readily available and an alternative is potentially smaller scooters for some users. Advises Asset Management Team wants better access to storage. Cant comment on specific block caged area.</p> <p>P – Believes that previously mats and tables were away due to clear corridor policy 5 years ago. Concerned that everything takes long.</p> <p>JB – Acknowledges there has been history cycling between stricter and less strict approaches. Advises that because of recent events, there is a strong emphasis on fire safety. Expresses that there will be some difficult conversations regarding mobility scooters and clear corridors.</p> <p>MO – Expresses challenges given when buildings were built scooters didn't exist making it a very difficult problem.</p> <p>NV – Advises that if with storage and charging areas electric doors to get to those storage areas will be needed. Believes that BCC is never going to evict someone with mobility scooter.</p> <p>JB – Advises that there are no plan to evict.</p> <p>NV – Expresses concern that the council shouldn't give impression to people that they might get evicted if they don't store mobility scooters properly.</p> <p>JB – Expresses the difficulty with the issue. Explains that types of</p> | <p>JB</p>      |

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|                    | <p>mobility scooters are dependant on one's health conditions</p> <p>NV – Suggested consulting with mobility scooter users before issuing policy.</p> <p>JB – Advises that BCC is not just issuing policy, but treating tenants individually as it is a specific and delicate issue</p> <p>NV – Believes that there is a policy</p> <p>JB – Advises that there will be a consultation</p> <p>NV – Queries what happens if no easy solution and if someone needs a large mobility scooter.</p> <p>JB – Advises BCC will explore all options and that Fire Safety is priority</p> <p>NV – Advises that in order to be made safe, tenants shouldn't be frightened by BCC.</p> <p>JB – Advises that BCC won't be implementing policy until meeting with tenants.</p> <p>NV – Expresses belief that policy will frighten tenants.</p> <p>JB – Believes it will make it clear that there is a fire safety priority</p> <p>NV – Expresses belief that within fire safety cladding budget there needs to provision for mobility scooters.</p> <p>A – Expresses what he believes is a continual issue with cars blocking the emergency vehicle access. Asks what can be done about this and if the council could ask Highways to put down double yellows, or removable bollards.</p> <p>PR – Expresses concern that there are more disabled people moving into council properties and such believes numbers of mobility scooters will go up.</p> <p>JB – Acknowledges points as totally valid. Acknowledges that within new policy, two things are in conflict; discrimination against disabled people and fire safety as a priority. Advises they will do everything within resources to help people with mobility scooters to find resolution. Advises he cannot say a perfect resolution for every person.</p> <p>NV – Asks if Councillors are aware of circular problem.</p> <p>JB – Advises that yes they are aware. Acknowledges council has gone to a more strict approach, but also wants common sense approach with mobility scooters.</p> |                |

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|--------------------|---|----------------|
|                    | <p>JC – Agrees that car parking has become a problem. Believes that yellow lines are not taken seriously. Suggests bollard might help at Butler House.</p> <p>MO – Advises Alison will take to housing officer.</p> <p>B – Advises that his building has same parking problems as Jo mentions. Also believes yellow lines are ignore and that parking officers do not come to ticket offenders.</p> <p>MO – Advises it will be a hand over to AS</p> <p>Phil – Asks what has happened to Moving Forward Together plan.</p> <p>IL – Reads statement from sarah spicer regarding the Moving Forward Together programme which states it has delivered a number of changes and initiatives, that included:</p> <ul style="list-style-type: none"> <li>- training programmes for Customer Excellence and specially designed equalities and inclusion training for staff in response and planned services</li> <li>- new or updated policies and processes to provide a framework for staff delivering services</li> <li>- changes to how we work, for example leading to the housing duty team and rapid response team.</li> </ul> <p>The focus has now shifted to focussing on IT, to ensure we have the right tools to deliver services for residents.</p> <p>We are in the process of implementing a new single housing system to be launched in 2024.</p> <p>NV – Asks if a regular report can be made of status of works, scaffolding, what progress being made and timescales.</p> <p>Jo – Advises that her building have had sprinklers fitted but no communication about them.</p> <p>MO – Advises this will be part of progress update for when those are taken out of buildings.</p> <p>NV – Acknowledges estate improvement programs – but concerned that there is no communication between council and other communities, like Brislington Together.</p> |                |
| G                  | <p><b>Date of next meeting</b></p> <ul style="list-style-type: none"> <li>- 29<sup>th</sup> June 2023</li> </ul>  |                |