



MINUTES

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Estates SUG	26/10/2023	18:00	Zoom
<i>Attendees</i>			
<i>Residents</i>	<i>Councillors</i>		<i>Staff</i>
Anna Loveridge Boycee (B) Jacky Glasgow (JG) Michael Folley Pat Robinson (PR) Thomas Cooke (TC) Tim De La Rew (TDLR)			Les Goddard (LG) Mark Kempt (MK) Darin Hedges (DH) David Maggs (DM) Ilona Marciniak (IL) Henry Murray
<i>Apologies</i>		<i>Minutes</i>	
Nigel Varley Chris Sweetham Chris Evans Jo Coomber		Henry Murray	

Agenda items

- 1 Welcome and Housekeeping**
- 2 Actions from previous meeting – David Maggs**
- 3 Customer Service Centre – Darin Hedges**
- 4 Income and Rents Service – Mark Kempt**
- 5 Service Transformation**
- 6 Agree items for forward plan**
- 7 Any other business**
- 8 Date of next meeting and close**

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	Welcome (Housekeeping/ code of conduct)	
2	<p>Actions from previous meeting – David Maggs</p> <p>B – Expressed extreme dissatisfaction with response to question about rewilding, especially part of answer in which tenants were advised they would be charged for a Nature Conservation Officer to visit and discuss</p> <p>LG – Advised on various options for environmental improvements and suggested if improving an area was agreed then they would not look to charge tenants.</p> <p>B – Again expressed frustration with response, highlighting suggested charge.</p> <p>Tim – Expressed belief that the response in question was a form of gatekeeping on part of the council. Rhetorically asked if tenants would then be charged for repairs.</p> <p>DM – Advised that the particular request Boycee and Philip Morris had made was about specific policy around rewilding/meadows for all BCC properties, recognising that Boycee is also interested in the specific issue of the rear of his block . We will seek clarification from Parks about whether they have a policy/procedure that would allow rewilding areas e.g. areas permanently designated “no mow” to be developed by tenants.</p> <p>PR – Suggested that the neglect for parts of hedges, greenery on estates means that they are “rewilding themselves”. Cited example of overgrown trees on their estate. Emphasised that it falls under neglect.</p> <p>LG - Asked Ilona & David for clarification on how “You Said We Did” points are taken.</p> <p>IL – Explained process.</p> <p>TC – Asked why letting grass, trees grow etc costs more money?</p>	<p>MK</p> <p>(Hedge policy is on list for future agenda items)</p>

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	<p>DM – Advised that ultimately it should save money, but needs clear agreement with grounds staff that they know areas that are not to be cut (both grass, hedges, trees)</p> <p>PR – Advised there has been an update from an officer regarding recycling facilities on their estate (Parbrook Court), however there has been no written response or timescale. Expressed desire for a letter or formal notice about issue.</p> <p>DM – We will take that away for further information</p> <p>TDLR – Advised on new recycling law coming next year.</p> <p>LG – Asked Thomas for how they feel regarding response about bathroom installation.</p> <p>TC – Expressed enthusiasm for the installation advised but the lack of timescale and not knowing when work is meant to start is extremely inconvenient. Explained that a worker walked into their flat without notice. Expressed belief that the process has gone on far longer than if they were more professional contractors. Advised that the contractors take up a lot of space in the building and car park spaces. Expressed a lack of consideration from the contractors to tenants and their specific needs.</p> <p>B – Advised TC that council told them in Bathroom Forum that 5 days is the absolute minimum installation time and up to two weeks is the maximum if there are more complex electrical works. Expressed frustration with the divergence between council suggested timescales that the contractors actually take up.</p> <p>LES – Asked TC if this experience is similar to those in their block.</p> <p>TC – Replied in the affirmative.</p> <p>B – Advised that council have told them that a working basin and toilet are a requirement at the end of any working day from contractors.</p> <p>Jacky G – Expressed that a lack of consideration is</p>	<p>MK</p> <p>DM sent update to Tom Nipper. MK to follow up</p> <p>IL – bathroom project on next R&M SUG agenda</p>

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	<p>common from contractors in how they work in tenant's flats. Cited example in which they were told about an entire bathroom refitting when they were only expecting floor to be redone. Advised on scaffolding that has been on their building despite work being finished at least a month ago. Advised that they could only just get out of their building in the mobility scooter around the scaffolding.</p> <p>TC – Advised that contractors took their toilet out without telling them and told them to use next door's toilet.</p> <p>JG – Expressed that they are unsure about what they can raise during this meeting.</p>	<p>MK/LG to contact JG's HO</p>
<p>3</p>	<p>Customer Service Centre – Darin Hedges</p> <p>Darin Hedges gave a presentation on the work of the CSC mainly focussing on the statistics in the call centre.</p> <p>B – Asked how long new system had been in place and asked on how much improvement there has been compared with old system.</p> <p>DH – Gave answers. Advised about delay with part of the new system which is due to be resolved in November 2023 and when fixed will bring down delays. Advised on finite amount of resources allocated to the staffing, which is determined by the amount each of the 36 services covered by the Call agents is willing to pay.</p> <p>B – Asked why they don't change the rota to accommodate more busy parts of the week.</p> <p>DH – Advised they have always done this. Advised on certain aspects which are unforeseeable, like a sudden change in temperature leading to a spike in heating failures. Advised that they are looking at splitting week into 15 minute segments as a way of having more staff on call for busier periods, but it would be a large change.</p> <p>B – Suggested that they use historic data to predict busy periods.</p> <p>DH – Advised on set budget which is out of their control and ultimately limits the service.</p>	

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	<p>B – Advised that if the new system is quicker they haven't experienced it, that the call back system isn't in use as much as it should be because they believe callers give up. Shared experience of getting cut off two hours into being on hold.</p> <p>DH – Asked about the callback system where anyone 3rd or higher in the queue is offered a callback and advised this was valuable feedback as they don't get enough. Advised they haven't been able to port old figures over to new system just yet. Advised that some phone providers will cut service to individual's phones after a set amount of time on the phone. Advised they don't want anyone to be on hold for that time and that's why they have the call-back option. Advised that when they have full ported numbers onto new system they will have a better picture.</p>	
4	(Note: Income and Rents Service - Update & Performance Review which was on the agenda was not discussed)	
5	<p>Service Transformation – Mark Kempt</p> <p>MK gave a presentation on how the Income Service and the Home Ownership Service have been expanded with certain functions being brought into Housing Services. He also outlined plans for the next year including the creation of a service charge and rent setting team.</p> <p>TC – Asked about Right to Buy and if it is restricting number of rented properties available.</p> <p>MK – Advised that it will always influence number of available properties but it is central government policy. Advised that new builds will never replace the number of properties that are lost through Right to Buy.</p> <p>LG – Advised that it has been a commitment from the Mayor to increase council housing stock.</p> <p>B – Asked about unfinished properties at Totterdown Bridge.</p> <p>MK – Advised it might be appropriate to have relevant staff on to talk about the development pipeline including</p>	MK

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	<p>expected new stock numbers.</p> <p>IL – Advised that company building at at Totterdown Bridge.had gone into administration.</p>	
6	<p>Agree items for forward plan – Les Goddard</p> <p>LG– Asked if certain topics were agreeable.</p> <p>B – Expressed enthusiasm on topics suggested including his previous suggestion on generating green energy. Expressed dissatisfaction with previous information shared on that subject.</p> <p>DM – Asked Boycee about what detail they’d like to see.</p> <p>B – Advised with regards to low rises, there are huge areas of empty roof space that could be put to good use with solar panels. Cited benefits of solar panels including potential support for households struggling with the cost of living by reducing overall fuel bills.</p> <p>MK – Advised they would ask if the issue could be added the issue to the plan currently being developed by the BCC Cost of Living Working Group</p> <p>TDLR – Suggested someone from Bristol Waste come in to talk about new changes to waste laws.</p> <p>IL – Advised that for the housing forums in March they have requested a member of Bristol Waste to come in and take questions. Advised Bristol Waste have confirmed they are coming on the 13th and 20th March 2024. We will add Tim’s point to agenda.</p> <p>PR – Asked how long the new contract with Bristol Waste has been running for and how much left to run. Advised that new collection days have taken place without notice.</p> <p>LES – Advised they don’t have that information right now.</p> <p>TDLR – Advised that Donald Graham said in a previous Housing Management Board meeting that Bristol Waste</p>	<p>The topic is already on the list of agenda items</p> <p>MK</p> <p>IL will add topic to the speaking request</p> <p>MK</p>

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	is still owned by BCC.	
	<p>Updated SUG Terms of Reference – David Maggs</p> <p>DM introduced the key changes. There were no comments. DM said the full version would be circulated for consultation with the minutes of this meeting.</p>	DM
7	<p>AOB</p> <p>JG – Raised issue of new housing officer who they say doesn't reply to their requests for items of work. Cited various experiences relating to the issue.</p> <p>LG – Advised every tenant gets a visit once every five years with some much more regularly depending on their needs and situation.</p> <p>JG – Advised that haven't had a response to their two complaint forms raised about this issue. Asked to have cat flap installed and raised issue that housing officer hasn't helped to get this work done.</p> <p>Raised issue of fire alarm going off in communal areas and all channels to have it turned off do not work. Asked if someone in the block can have the means to turn the alarm off when necessary.</p> <p>MK – Advised council definitely need to come and visit Jacky to address these problems.</p> <p>JG – Advised their housing officer has been made aware of these issues.</p> <p>TDLR – Advised on problem of weeds growing in gutters of estate that are damming the water ways in that building.</p> <p>LG – Advised if it's on the main road it should be a Public Highways service area.</p> <p>B – Advised that gate work hasn't been addressed.</p> <p>DM – Advised that timescale hasn't been reached yet but it is in their diary.</p>	<p>MK/LG as above</p> <p>MK/LG as above</p>

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	<p>TC – Asked about what is happening with the computers in the communal room in their building. Advised that the room has been locked off to tenants.</p> <p>DM – Asked if contractors are still using it as an office.</p> <p>TC – Replied that yes but the computer room is not being used and access has been blocked off.</p> <p>DM advised he would contact TC’s Housing Officer re access</p>	<p>DM</p> <p>DM</p>
8	<p>End of Meeting</p> <p>Next Meeting 7.12.23 at 6pm</p>	