



**Tenant Participation**  
*Housing Forum*

**MINUTES**

<b>Meeting</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Housing Forum	13/03/2023	13:00	<b>Zoom</b>
<b>Attendees</b>			
<b>Residents</b>	<b>Councillors</b>	<b>Staff</b>	
Chloe Pye Clara (CA) Elizabeth Blammon Jan Heaton Lewis Michael Foley Mike Robbins Pat Robinson Pete D Roni Johnson Samsung SM-A346B Tim D	Kye Dudd	Kate Ryan (KR) Tom Hatton (TH) John Smith (JS) Bristol Waste (BW) David Maggs (DM) Ilona Marciniak (IL) Henry Murray (HM)	
<b>Apologies</b>		<b>Minutes</b>	
		Henry Murray	

**Agenda items**

- 1. Welcome and Housekeeping**
- 2. Damp and mould - Presentation and discussion**
- 3. Anti-social behaviour update – Kate Ryan**
- 4. Fire Safety Update – Miles Tillig**
- 5. Date of next HMB 28<sup>th</sup> February 2024**
- 6. Date of next meeting March 2024 – Topic Bristol Waste and Recycling**
- 7. Update on Barton House**

## 8. Any other business and future hot topics

<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>Tenancy Sustainment – Tom Hatton</b></p> <p><b>TH have a presentation on Tenancy Sustainment, sharing the new processes and approaches as well as new policy around issue.</b></p> <p>PD – Expressed appreciation for the work presented and expressed opinion of how important it is for trauma to be understood in how it effects the lives of vulnerable people. Expressed concern with backlog of services in this area. Expressed opinion that new policy doesn't meet the needs of individual tenants in the context discussed.</p> <p>TH – Explained process of assessing risk prior to these new processes. Expressed belief that it reduces complexity and creates better consistency for vulnerable tenants. Advised that council workers were managing large cases without clear direction on what they could do for those cases. Explained that this new framework makes clear what actions can specifically be taken by case workers. Agreed that it is a step in the right direction but acknowledged there is more to be done.</p> <p>PD – Expressed belief that the “simple truth” is that when trying to access the Making Space service that they could not find a housing officer to make the referral. Expressed concern that tenants are “falling through the cracks” and expressed belief that housing officers with large case numbers are unable to do the effective job they need to.</p> <p>KR – Advised that for the first time in ten years BCC is fully staffed with housing officers (HOs). Advised that when fully staffed no HOs should have patch numbers more than 600 families. Advised that sustainment officers also add to the help alleviate work pressures for housing officers.</p>	

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	<p>MT – Advised that their team will take on Pete’s comments for further policy discussions.</p> <p>CA – Asked if agencies are already involved or are new agencies going to be involved for tenants.</p> <p>TH – Advised that new assessment tool helps identify particular needs; data which can be broken down to specific area and show insight on where best to employ resources.</p> <p>Link to housing officers in BCC provided in chat <a href="http://bristol.gov.uk">Housing officers for council tenants (bristol.gov.uk)</a></p>	
<b>3</b>	<p><b>Presentation by Bristol Waste to explain structure and services they provide in Bristol.</b></p> <p>PD – Expressed congratulations and satisfaction with Bristol being the number one recycling city in Bristol. Asked about pedestrianised areas in relation to curb side collection. Asked where “compostable” materials should go. Asked if Bristol Waste identify biggest wasters commercially in Bristol.</p> <p>BW – Advised that Bristol Waste will make assessments for residents on their system. Explained that some residents may not be on Bristol Waste system because they weren’t in database when Bristol Waste started in 2016. Advised that residents would need to contact waste services via <a href="mailto:hello@bristolwastecompany.co.uk">hello@bristolwastecompany.co.uk</a> 0117 9222100 Explained that a lot of “green washing” is taking place commercially meaning some packaging being labelled as “compostable” is actually not compatible with services in certain cities. Advised to contact the specific company when wanting to know how to sort their packaging.</p> <p>KD - Expressed appreciation for Bristol Waste with regards to issues like fly tipping. Asked if there is still an issue with the differences between fly tips on HRA land and fly tips on public land. Responded to Pete’s question on commercial waste, and advised that the industry is</p>	

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	<p>very under regulated but that BCC tries to work with companies and commercial venues to promote food waste.</p> <p>BW – Advised they are very aware of fly tipping issue on public/private land. Explained “chargeable waste” in which fly tipped items are weighed and processed. Advised on cuts earlier in the year which has led to a reduced fly tipping service.</p> <p>PR – Asked about waste collection arrangements made for “van dwellers” and those with no fixed abode.</p> <p>BW – Advised that a small portion of council tax does go towards waste collection which includes areas where waste has been left behind. Advised waste left behind is classed as fly tipped waste.</p>	
4	<p>Fire Safety Update – Miles Tilling</p> <p>MT gave an oral update on fire risk assessments.</p> <p>PR – Expressed belief that fire service struggles with high rise blocks and raised concern with new blocks being built that are twice as high as current blocks.</p> <p>MT – Advised that the developments mentioned are not part of Bristol’s housing services and that the way buildings are designed now are very different from the design of BCC’s housing stock which are from the 60s and 70s. Explained that current level of risk assessment is helping address any risks with new buildings.</p>	

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
<b>5</b>	<p><b>Suggestions for future topics</b></p> <p>KD – Suggested head of housing should be at next forums given they will take place after local elections in May.</p> <p>MT – Raised two previous brought up in previous meetings. Advised more work is being done on incident at Northfield House in which scooters stolen from locked space.</p> <p>Raised issue of scaffolding and advised that contractors overlooked obstacles which are now being addressed.</p>	
	<b>AOB</b>	
	<b>End of meeting</b>	