



**Tenant Participation**  
*Housing Forum*

**MINUTES**

| <i>Meeting</i>  | <i>Date</i>        | <i>Time</i>   | <i>Location</i> |
|---|--------------------|---|-----------------|
| Housing Forum   | 20/03/2023         | 13:00   | <b>Zoom</b>     |
| <b>Attendees</b>  |                    |   |                 |
| <b>Residents</b>  | <b>Councillors</b> | <b>Staff</b>  |                 |
| Alistair (AR)<br>Amran<br>Bob<br>Boycee (B)<br>Carol Croft<br>Chris Sweetham<br>Dottie North<br>Francis Mereithi<br>Jeremy (J)<br>Jo Coomber<br>John<br>Nigel Varley<br>Steve Carlin<br>Tim De La Rew | Kyle Dudd          | Craig Cook<br>Tom Hatton<br>Alex (BWA)<br>Nohelia (BWN) |                 |
| <b>Apologies</b>  |                    | <b>Minutes</b>  |                 |
|   |                    | Henry Murray  |                 |

**Agenda items**

- 1. Welcome and introduction - Chair**
- 2. You Said We Did – David Maggs**
- 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                  | <p><b>Welcome (Housekeeping/ code of conduct)</b></p> <p>TDLR – Asked about the next Housing Management Board date.</p> <p>DM – Advised they will get back to Tim with correct date.</p>  |                |
| 2                  | <p><b>Bristol Waste</b></p> <p>B – Shared anecdote about missed collection of bin due to what they believe was bin being slightly overfilled. They expressed this as unfair and unprofessional. Asked why waste collectors don't pick up litter that they drop onto the the street and shared anecdote that when confronted about litter, waste collection staff were rude. Asked how much waste food is collected from supermarkets. Asked why fly-tipped waste is left for residents and tax payers to clean up.</p> <p>BWA – Advised they are not a complaints channel but would encourage those with complaints to contact Bristol Waste via email at <a href="mailto:hello@bristolwastecompany.co.uk">hello@bristolwastecompany.co.uk</a></p> <p>BWN – Expressed disappointment with Boycee's language and shared experience of their staff being very aware of the importance of not leaving litter on streets of Bristol during collection.</p> <p>BWA – Advised that Bristol Waste deals with the household side of food waste and not with supermarkets food waste. Recommended using apps like Too Good To Go which help use up commercial food waste and speaking to supermarkets directly. Advised that fly tipping should be reported as that is the primary channel through which fly tippers are prosecuted.</p> <p>TDLR – Asked for possible update on green bin legislation.</p> <p>BWA – Advised they can reply after meeting with an answer.</p> | DM             |

| <b>Agenda Item</b> | <b>Discussion Points/ Outcomes &amp; Actions</b>  | <b>Actions</b> |
|--------------------|---|----------------|
|                    | <p>TDLR – Asked about recent Bristol collection problems.</p> <p>BWA – Advised on “reroute” that was taken to save on costs which is still being worked on. Advised they don’t have any further details but emailing Bristol Waste <a href="mailto:hello@bristolwastecompany.co.uk">hello@bristolwastecompany.co.uk</a> for more information. Advised it is a work in progress and Bristol Waste is very aware of current issues.</p> <p>AR – Asked if there is an issue when reporting missed collections through BCC for Bristol Waste. Asked about an issue in their block where fly- tipped material isn’t accessible to Bristol Waste. Asked about specific arrangements for waste collection in a certain area near their block.</p> <p>CC – Advised that Service Level Agreements (SLAs) are in place for certain areas and locations. Said they will take their details away to help clear waste specified.</p> <p>BWA – Advised that missed collections should be addressed within a couple of days, that there are no known problems with reporting system. Advised to email <a href="mailto:hello@bristolwastecompany.co.uk">hello@bristolwastecompany.co.uk</a>.</p> <p>J – Asked if there are plans to expand bins at places like Aldi which they say are often over-filled but collect soft plastic. Asked about any plans to do collections for electrical waste.</p> <p>BWA – Advised that on soft plastics there are no plans to expand as the technology is very limited in the UK, but shared that they believe the industry is hopeful this will change in the near future. Advised that small electrical items up to the size of a toaster can be disposed of in black boxes in a loose plastic bag but that this currently doesn’t apply to flats. Advised that the space in the waste collection trucks are limited and as such it is not financially viable to send out individual trucks for electronics.</p> <p>CS – Expressed a desire for better services for those that accumulate items over a long period of time and have a</p> | <p>CC</p>      |

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|--------------------|--|----------------|
|                    | <p>lot of waste through what they describe as “no fault of their own”.</p> <p>BWN – Acknowledged point raised and advised it is complicated. Advised that council needs to fund services but those services have to operate in a financially viable way, that there aren’t easy solutions beyond more funding for local authorities.</p>   |                |
| <b>3</b>           | <p><b>Tenancy Sustainment – Tom Hatton</b></p> <p>NV – Asked how many new officers will be employed.</p> <p>TH – Answered that there will be three new sustainment officers across Bristol.</p> <p>NV – Expressed concern that more work is being put onto Housing Officers (HOs) and that new sustainment officers are being used as part of the reduction in services.</p> <p>TH – Shared experience as HO and contrasted it with what the new guidance is bringing in, which will manage case loads more efficiently and consistently. Expressed belief that it will relieve some pressure on Housing Officers. Advised that there are for the first time in ten years a full employment level of Housing Officers, as such expressed belief that it will</p> <p>NV – Asked if new policy has been discussed with trade unions. Expressed dissatisfaction with TH’s answer.</p> <p>DN – Expressed satisfaction with new policy and expressed belief it will be helpful to HOs.</p> <p>TH – Thanked Dottie for their view, again shared experience as a HO and how this legislation would be helpful given it is providing something that HOs can use to support people more efficiently.</p> <p>DN – Expressed satisfaction that there will also be a digital trail should anything go wrong.</p> <p>TH – Agreed with this point and expanded that the online</p> |                |

| <b>Agenda Item</b> | <b>Discussion Points/ Outcomes &amp; Actions</b>   | <b>Actions</b> |
|--------------------|--|----------------|
|                    | <p>system will allow council to learn more about how they support their residents.</p> <p>CS - Asked if there is likely to be support that includes advising moving older residents into care.</p> <p>TH – Shared experience of this subject being an interesting debate when developing this project, on when age should become a factor when assessing risk. Advised there would have to be a connection between housing an adult care before a decision is made when planning around age related risk.</p> <p>TDLR – Asked how council can avoid affecting neighbours when providing support to risk-prone tenants.</p> <p>TH – Advised on specific ways the guidance will help guide the council on giving support.</p> <p>TDLR – Clarified that their question stemmed from experience of neighbours with major mental health issues being visited by services every night for long stretches of time. Expressed concern when policies are written up by senior staff who do not have experience with living in social housing. Shared anecdote of ASB related issue when they worked at BCC.</p> |                |
| <b>4</b>           | <p><b>Fire Safety Update – Craig Cook</b></p> <p>CC gave presentation on fire safety works that have gone on in the last.</p> <p>NV – Asked about compensation for extra heating costs incurred by flats without cladding through the winter. Cited initiative to reimburse some residents that council has introduced, and expressed problems with the technical process of this.</p> <p>Asked about fire risk assessments, expressed belief that some are being withheld from residents illegally.</p> <p>Expressed belief that the council will have a major problem given the assessment Nigel has seen on their own block. Expressed belief that nothing is being done at their block.</p>  |                |

| <b>Agenda Item</b> | <b>Discussion Points/ Outcomes &amp; Actions</b>   | <b>Actions</b> |
|--------------------|--|----------------|
|                    | <p>CC – Expressed agreement about money for residents Acknowledged that there are actions that need to be taken at Gilton House. Advised that those actions are currently being written into a program but agreed it is a slow process. Disagreed with NV that fire risk assessments are being withheld.</p> <p>NV – Advised that in practise it feels that fire risk assessments are being withheld as they cannot get ahold of one when contacting council. Asked if compensation scheme regarding heating costs could be raised in next week’s SUG or next housing forum.</p>   |                |
| <b>5</b>           | <p><b>Suggestions for future topics</b></p> <p>NV – Asked if a written program or timetable of fire safety could be sent out for discussion.</p> <p>CC – Agreed to this point but cautioned that building works are often subject to change.</p> <p>Bob – Asked for council’s position on EV charging points.</p> <p>CC – Agreed that this should be brought up in future.</p> <p>Bob – Asked about individual’s own charging points.</p> <p>CC – Said they would need to discuss more but acknowledged as future issue.</p> <p>DN – Asked about raising sensitive issues relating to individuals.</p> <p>CC – Referred to code of conduct and that it can be discussed within that code.</p> <p>DN – Shared experience of resident with ASB issues.</p> <p>Jeremy – Asked if there are any plans for separate out buildings to be built for lithium ion battery charging.</p> <p>CC – Advised that the mobility and scooter store plan was signed off some time ago. Advised they would need to look at program individually and will send out more information to attendees after the meeting.</p> | CC             |

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|--------------------|---|----------------|
|                    | <p>J – Expressed concern and belief that it should be a priority.</p>   |                |
|                    | <p><b>AOB</b></p> <p>NV – Asked if presentations could be sent out in advance so that discussions could happen around the subjects. Cited issue with timings of council officers versus time residents have to speak.</p> <p>JC – Advised on problem with dog walkers coming through the grounds Butler House. Asked if signs could be put up to ask non-residents to not walk their dogs. Advised that block residents have keys to gates but residents of bungalows on estate do not. Asked who their housing officer is.</p> <p>IL – Shared web page that shows patch list of housing officers for those who are unsure of who their housing officer is.</p> <p>DN – Advised that they arranged a coffee morning with their new housing officer.</p> <p>JC – Advised that they had tried to do this but no response.</p> | <p>CC</p>      |
|                    | <p><b>End of meeting</b></p>  |                |