



## MINUTES

<b>Meeting</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Housing Forum	16 September 2024	1pm	Online (via Zoom)
<b>Attendees</b>			
<b>Residents</b>	<b>Councillors</b>	<b>Staff</b>	
Alexandre dos Santos Aranda (ASA) Bob (BO) Boycee (B) Chris Evans (CE) Dottie North (DN) Izzy Russell James Jan Heaton (JH) Jennie Jeremy Fennell (JF) Jo Mirka Novakova Phillip Morris (PM) Robyn (RN) Samira BHAC (SA) Sibusiso (SB)	Rob Logan Izzy Russell	Richard James (RJ) Miles Tilling (MT) Ilona Marciniak David Maggs (DM) Henry Murray	
<b>Apologies</b>		<b>Minutes</b>	
		Henry Murray	

### Agenda items

1. Welcome and housekeeping
2. Regulatory judgement and next steps
3. Future 'hot topic' ideas
4. AOB
5. Date of next Housing Forum meetings: 18 November and 20 November 2024

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
1	<b>Welcome and housekeeping</b>	
2	<p><b>Regulatory judgement and next steps</b></p> <p><b>Presentation by Richard James on the recent findings of the Regulator of Social Housing, who set the rules and standards Bristol City Council (BCC) must meet as a social housing landlord.</b></p> <p>CE: Recounted several complaints they have made to BCC over the years relating to dogs and cladding. Expressed opinion that they have never been listened to.</p> <p>MT: Advised that case around dogs is with the Housing Ombudsman. Advised on current programme in place for cladding removal and replacement.</p> <p>RJ: Emphasised the significance of the impact Grenfell fire had on fire safety. Made a general point that all social housing landlords must respond to residents and make them feel heard.</p> <p>CE: Again, expressed concern that they have not been listened to over the issues they have raised previously.</p> <p>SA: Expressed agreement with points made by CE, that they often don't feel listened to by BCC. Asked if BCC's self-referral was on the back of a survey. Asked if Housing Ombudsman is independent to council.</p> <p>RJ: Advised Housing Ombudsman is an independent body not related to the council. Advised the self-referral was made on the back of the review by Savill's, which looked at how BCC measured up against the new Social Housing Consumer Standards.</p> <p>RJ asked residents to raise their hands if they feel the findings of the regulator are correct. Just more than 50% raised their hand.</p> <p>BO: Asked if security is sufficient for protecting data of</p>	

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p>residents if it is stored in one place.</p> <p>RJ: Advised that BCC has a robust security system, and it is essential that the data is kept in one place.</p> <p>RJ asked three questions to all residents:</p> <p><b>How would you like to be kept informed of what the Housing &amp; Consumer Standards Programme is focusing on and what progress is being made?</b></p> <p><b>What role would you like residents to have in the Housing &amp; Consumer Standards Programme?</b></p> <p><b>What do you feel should be the priorities of the Housing &amp; Consumer Standards Programme?</b></p> <p>BO: Expressed opinion that housing officers should be more involved.</p> <p>B: Disagreed with use of housing officers. Expressed dissatisfaction with housing officers from their experience.</p> <p>SB: Expressed agreement with B. Recounted their experience of housing officers, which was negative.</p> <p>DN: Echoed what B said about housing officers. Expressed belief that their opinion doesn't matter. Expressed dissatisfaction with housing officers and council at large and acknowledged that they didn't have better answers to questions asked.</p> <p>RJ: Thanked DN for their points and advised that everything pertaining to their experience is completely relevant.</p> <p>SA: Again, expressed agreement with B, that they do not see their housing officers or have engagement with them. Advised that not enough translated material is being sent out to residents who don't speak English as their first language.</p> <p>B: Expressed belief that the council puts too much pressure onto the housing officers. Expressed frustration</p>	

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p>that they have been speaking about the same issues at housing forums for the two years they have been attending. Raised issue of broken fence that hasn't been repaired for six years as an example of problems with council. Expressed opinion that David Maggs and Ilona Marciniak are the only two council staff members who have got things done or provided clear explanations as to why certain things can't get done.</p> <p>RJ: Acknowledged points. Advised that there is no quick fix, and changes will need to be incremental. Advised that change in culture is essential and is a large part of the programme that is being implemented as a result of new regulations.</p> <p>SB: Cited a report that concluded housing officers are overworked. Shared their experience of becoming a councillor and how it enabled them to receive the information they couldn't find while just a resident. Expressed frustration with 'opaqueness' of BCC as an organisation. Expressed need for culture change.</p> <p>BO: Asked when an action is assigned to a resident for say, a repair, can the response be shared with residents.</p> <p>RJ: Explained how regular communication process works.</p> <p>MT: Advised that processes are being reviewed.</p> <p>RJ: Raised prospect of new IT system, but emphasised how it is used as being crucial.</p> <p>B: Shared their experience using the new chat bot on BCC website when trying to report broken washing machine. Expressed frustration with chat bot because it did not work. Advised that another resident's experience with chat bot was positive and made a point of consistency. Again, expressed points with great frustration.</p> <p>RJ: Asked what role attendees would like residents to have in the Housing and Consumer Standards programme.</p>	

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p>B: Suggested that the best place for communicating with residents is using written-form updates in laundry room. Also advised that the council needs to know their audience, agreeing with Samira that the literature needs to be translated.</p> <p>SB: Suggested using housing officers to spread and find more positive stories to promote engagement.</p> <p>B: Cited example of fixing ongoing repairs themselves because they would rather fix it immediately than wait for council. Used this example to make point that residents shouldn't be the ones to put in the work.</p> <p>SB: Cited problem of anti-social behaviour on their estate, being an example of small problems creating wider social problems.</p>	
<b>3</b>	<p><b>Future 'hot topic' ideas</b></p> <p>SB [via chat]: Estate Play Areas are in poor conditions. It would be Great to get young people's views on the programme for improvement based on regulator's judgement.</p> <p>BO: Suggested fly-tipping.</p> <p>RN: Raised CCTV as an issue as someone is stealing packages but there isn't on-site CCTV to provide evidence.</p> <p>DM: Reiterated that CCTV is a topic being raised regularly at the moment.</p> <p>B: Advised residents in their block have communally bought a security camera. Expressed annoyance that this wasn't done by BCC instead. Cited budget pot for ASB and expressed belief it should be better utilised.</p> <p>DN: Asked if attention could be given to the caretaking/cleaning services for their block as the windows and other parts are looking degraded.</p> <p>ASA [via chat]:</p>	DM IL

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p>'Just suggesting this as we always have the same ideas and I can't see a single list of scored points with resident s concerns. It would be a lot easier to monitor and see w here we're at with all these issues and avoid wasting time '</p> <p>MT: Thanked everyone for their time.</p>	
<b>4</b>	<b>AOB</b>	
<b>5</b>	<b>Next Housing Forum meetings will take place on 18 and 20 November, at 6pm and 1pm respectively</b>	