



MINUTES

Meeting	Date	Time	Location
Housing Forum	18 November 2024	6pm	Online (via Zoom)
Attendees			
Residents	Councillors	Staff	
Alex dis Santos Aranda (ASA) Anne Lumber Beth Beverley Moss (BM) Boycee Charles Ross Jan Heaton Janet Browning Jeremy Fennell (JF) Miguel Angel Saphia Ali (SA) Shabi Vicky Smith	Barry Parsons (BP) Sibusiso Tshabalala	Craig Cook (CC) Richard James (RJ) Jane Houben (JH) Mark Kempt (MK) Ilona Marciniak Henry Murray	
Apologies		Minutes	
		Henry Murray	

Agenda items

1. Welcome and housekeeping / YSWD update
2. Housing and consumer standards update – Richard James
3. Property safety strategy – Jane Houben
4. Visibility on estates and work being carried out across the city – Mark Kempt
5. AOB
6. Date of next meeting 17th & 19th March 2025

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	Welcome and housekeeping / YSWD update	

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2	<p>Housing and consumer standards update – Richard James</p> <p>RJ: Presented a Housing and Consumer Standards programme update that was shared with Homes and Housing Delivery Committee on 1 November 2024. Presentation included actions BCC is taking to identify areas for improvement and resident engagement approach.</p> <p>SA: Spoke of damp and mould in their flat that they had reported to the council 15 years ago, and nothing is yet to be done. Asked what next steps are.</p> <p>RJ: Acknowledged situation sounds very difficult. Asked for details to be taken from SA and for it to be investigated outside of the meeting.</p> <p>RJ: Asked what other resident engagement activities the council could consider to involve residents in making improvements</p> <p>ASA: Suggested an annual online survey and more in-person meetings</p> <p>BP: Stated that resident voice is an important part of the process for the council. Encouraged residents to get in touch so they can have their voice heard.</p> <p>BM [via chat]: Address the culture of council and be honest with what you find, especially from residents.</p> <p>CC: Advised that they are very keen to hear feedback from residents about what improvements can look like.</p> <p>BM: Expressed opinion that there is a cultural issue at BCC. Expressed belief that there is a mismatch of perception between contractors and residents. Stated that for contractors, work is seen as a 'project' but for the residents the work is about their home.</p> <p>RJ: Acknowledged point and reiterated the importance of not losing sight of the purpose of works, which is to improve the homes of residents while offering a good experience during the process.</p>	IL

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	<p>B: Advised that one of their neighbours have been waiting two years for a repair to be completed. Cited issue involving an ongoing leak which burst.</p> <p>CC: Acknowledged that the scenario described is unacceptable. Advised that details of this neighbour will be taken away to be investigated outside the meeting.</p> <p>B: Advised that a housing officer will be coming to their estate tomorrow and they will make them aware of neighbour. Advised on a second matter involving new windows being replaced and confusion occurring between contractors and residents.</p> <p>CC: Asked for this to be investigated outside meeting. Advised they will stay on to take details.</p> <p>CR: Asked how residents can receive updates on the progress on works on Littlecross House.</p> <p>CC: Advised they will follow up with leasehold team and find the right channel through which they pass information.</p> <p>IL: Advised they have made a note and will contact outside of meeting.</p> <p>ASA [via chat]: I am slightly worried about lighting bills/use of electricity. I have seen communal lights being on during the day and I calculated it to cost about £6000 a year for the whole block in electricity so I wonder if these have been replaced with LEDs and if not why?</p> <p>JF: Cited the tone of presentation as being about returning to state of normality and/or stability. Asked what provision there is in the future for ensuring housing stock will still be in good order in 15 – 20 years' time.</p> <p>RJ: Acknowledged importance of point. Advised the first step is the stock condition survey which allows BCC to have a full grasp of the future of stock. Advised that there will be homes which are coming to the end of their serviceable life and decisions around investment or replacement would have to be made. Emphasised that</p>	<p>IL</p>

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	<p>the lifespan of housing stock is always being considered and investigated and that this requires data collection via stock condition survey.</p> <p>CBP: Echoed points raised by JF. Advised that lifespan of housing stock is an important discussion to be had as a council. Advised they cannot have this discussion without residents.</p>	
3	<p>Property safety strategy – Jane Houben</p> <p>B: Asked if a sentence in presentation that stated 'high-rises and leaseholders' should refer to all properties.</p> <p>JH: Advised that there are specific Acts that legally refer to specific property types.</p> <p>B: Asked if their building would be covered.</p> <p>JH: Apologised if they haven't been clear. Advised that the Building Safety Act and the Fire Safety Act apply to different property types.</p> <p>JF: Asked if these proposals have been written and rolled out. Asked if JH is part of rolling out these proposals and asked about their role.</p> <p>JH: Described their role. Advised that they are part of writing the strategy and engaging with residents across the city as part of this.</p> <p>JF: Asked what they are looking for in this meeting.</p>	

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	<p>JH: Advised they want to hear from residents about what they think of the proposed objectives shared at the meeting.</p> <p>JF: Asked what the aims are to implement this strategy and asked what residents can provide to this process.</p> <p>JH: Advised they aim to have a strategy drafted by the end of March and that they have been booked onto the next scrutiny strategy to give an update and present any feedback from this meeting.</p> <p>CC: Thanked JH for their presentation.</p> <p>JH: Asked that if any residents wish to speak to them throughout this process that they contact them directly and encouraged residents to do so.</p> <p>RJ: Advised that this is a high level, broad overview of the strategy and not about specific areas of safety.</p>	
4	<p>Visibility on estates and work being carried out across the city – Mark Kempt</p> <p>ASA: Expressed opinion that is good to have visibility of progress and updates which is often hard to find. Thanked Mark for their presentation.</p> <p>JF: Advised that there are a lot of residents who are not online. Suggested a multi-pronged approach to disseminate information and advised that more information is better than less.</p>	

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	<p>MK: Advised they will look at doing another update at the next Service User Group or Housing Forum.</p>	
	<p>Future 'hot topics' ideas</p> <p>CC: Advised they will suggest ASA's question from earlier in the meeting around electricity and LED use in blocks as a future topic idea.</p> <p>CBP: Advised they will talk to the Homes and Housing Delivery Committee for its suggestions for future topics.</p>	
	<p>AOB</p> <p>CST: Suggested hearing more about communal areas. Expressed opinion that communal areas are broadly quite bland. Suggested discussing estate parks.</p> <p>MK: Advised they will contact parks service to bring them along to a future meeting.</p> <p>JF: Advised they did ask for a member of the parks service to come to a meeting to discuss weed killing in a previous meeting.</p> <p>MK: Acknowledged this would be a good suggestion and advised that the park service is often reluctant to come to meetings.</p> <p>JF: Advised they would also like to discuss rewilding.</p> <p>CC: Thanked everyone for attending.</p>	
	<p>Next Housing Forums: 17 & 19 March 2025</p>	

