



## MINUTES

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Housing Forum	20 November 2024	1pm	Online (via Zoom)
<b>Attendees</b>			
<b>Residents</b>	<b>Councillors</b>	<b>Staff</b>	
Clara (CL) Dudu Dhlodhlo Eneyi Pemu Jenny Vooght (JV) John Whitman Julie Nawaaley Nigel Varley (NV) Pat Robinson (PR) Philip Morris Sherullah Sher Sue Tim De La Rew (TDLR) Torkwase (TE)	Ed Fraser Rob Bryher	Richard James (RJ) Jane Houben (JH) Mark Kempt (MK) Ilona Marciniak Henry Murray	
<b>Apologies</b>		<b>Minutes</b>	
		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 17 & 19 March 2025

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
1	<b>Welcome and housekeeping / YSWD update</b>	
2	<p><b>Property safety strategy – Jane Houben</b></p> <p>JH: Asked attendees if they got it right with objectives set out in their presentation.</p> <p>TDLR: Advised they lived in a duplex apartment that does not have fire doors, with only one route in and one route out. Asked how BCC will comply with fire safety with this issue.</p> <p>JH: Advised they are writing a strategy and don't have enough information to address that particular case but that the strategy would address fire safety more generally.</p> <p>TDLR: Asked how strategy might impact those in their kind of duplex dwelling.</p> <p>RJ: Asked if this point could be taken away to fire safety manager in fire safety team to get back to TDLR.</p> <p>TDLR: Advised that they are reminded of a victim of a fire a few years ago who lived in a similar duplex.</p> <p>PR: Asked what the timeline would be for acting on opinions or issues raised by residents. Suggested there should be some sort of timeline in place for example, when data is uploaded to the system once opinions are taken from residents.</p> <p>JH: Acknowledged a very important point. Advised there is guidance on how they manage data about tenants. Advised that they have looked at comments and answers given by tenants to previous surveys and meetings. These have been developed into the objectives they have stated in presentation. Advised that the data they capture by using these objectives and asking these questions will allow them to see how the service is being experienced by tenants. Acknowledged frustration with use of data.</p> <p>MK: Echoed PR's point of wanting reassurance that data being collected results in changes or acknowledgement</p>	

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	<p>of problems.</p> <p>CL: Asked what sort of data is held on tenants and how it is used to inform service delivery. Suggested the data held on tenants should already be used and asked why it is not being used.</p> <p>JH: Acknowledged that the way they use tenant data isn't clearly advertised by BCC now. Advised that use of data will inform not just how the strategy will be written but how services will be delivered to tenants individually. Advised that the strategy will mean BBC will be clearer about on how tenant's data is used and how things like fire risk assessments can be shared with individual tenants.</p> <p>NV: Expressed frustration with the gap between presentations of strategy via PowerPoint and the in-practise application of strategies. Asked JH what they think the biggest risk to residents is and expressed opinion that the answer is 38 blocks having cladding that needs to be removed. Cited problem with aging housing stock, expressed frustration with not being able to get copies of fire risk assessments (FRAs). Advised that many points in the FRAs haven't been addressed several years later. Suggested there needs to be more localism but that housing officers are too busy to take on this role. Suggested better liaison with local associations and with emergency services to understand what the major problems are on the ground. Emphasised that the problem is greater than strategy documents.</p> <p>JH: Acknowledged points and advised they are trying to hear what NV is saying. Advised that their job is to pull pieces of national policies and legislation about safety that exist in multiple places and put them into one place. Acknowledged this will not solve problems over night but that it will give a clearer road map as to how they will start to solve problems. Advised that this strategy is trying to be open and clear so that discussions can happen that are more meaningful. Advised they will come back to the Housing Scrutiny Panel.</p> <p>RJ: Agreed with NV that policies in of themselves do not improve services on their own. Emphasised the need for strategy to be accessible and digestible for residents.</p>	

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	Acknowledged the priority is to improve services for residents but cited strategy as best way to make that happen.	
<b>3</b>	<p><b>Housing and consumer standards update – Richard James</b></p> <p>RJ gave a presentation giving an update on progress with the Housing Consumer Standards Programme. This included an update on what was taken to the 1 November Homes &amp; Housing Delivery Committee, what we are doing to understand the areas requiring improvement and how we are approaching resident engagement.</p> <p>NV: In terms of cutting remediation, asked how many blocks are left to be replaced, roughly</p> <p>RJ: Advised they didn't have the figures but will take it away and come back to answer. Advised there are ongoing discussions on cladding replacement programme and how fast it is being done. Advised that it is a very clear area of focus.</p> <p>NV: Asked how many flats will be without insulated cladding this winter because one set of cladding has been removed but new cladding hasn't been installed.</p> <p>RJ: Advised they will take this away and come back with an answer</p> <p>NV: Advised that the effect of cladding removal on the building on the first day of very cold weather is remarkable.</p> <p>PR: Asked if data being mishandled is an issue that has been fixed. Asked how long it takes for data to be uploaded to system once captured. Asked if new system will be up to task. Suggested more coordination is needed via the new IT system.</p> <p>RJ: Agreed with comments. Advised that it depends, in terms of uploading data that has been captured. Advised that there are pieces of data being held in different places which they acknowledged is a significant problem.</p>	<p>RJ</p> <p>RJ</p>

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	<p>Advised that new IT system will not solve problems over night, but it will provide improvements over time.</p> <p>TE: Advised that the emergency number for contacting BCC out of hours cuts out after ringing for over an hour. Advised that they had no electric between 9pm and 10am. Advised that there is no emergency contact number available on electric boxes or anywhere else in the building. Suggested BCC should make this information available.</p> <p>MK: Asked to contact outside of meeting to investigate further.</p> <p>NV: Suggested that a list of potential problems for every tenant should be compiled with the appropriate contact numbers so that a tenant can respond appropriately.</p> <p>MK: Agreed that this would be a good idea.</p> <p>NV: Suggested the root cause of problems is lack of money for local authorities.</p> <p>RJ asked what other resident engagement activities the council should consider involving residents in making improvements.</p> <p>TDLR: Advised that they had made suggestions to Jordan in a previous meeting.</p>	<p>MK</p>

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	<p>CL: Advised they have suggested before that BCC staff should come out of their offices and come into the local community.</p> <p>RJ: Advised that they are hearing this point loud and clear, that more in-person meetings have been discussed a lot recently.</p> <p>NV: Suggested a fundamental restructuring of housing to make it more localised would be an essential change. Suggested that more of a face-to-face element that takes place in the evening with childcare facilities would be important. Suggested that housing in Bristol is over-centralised.</p>	
4	<p><b>Visibility on estates and work being carried out across the city – Mark Kempt</b></p> <p>PR: Asked what the numbers and blocks refer to in the presentation.</p> <p>MK: Explained that the figures referred to different patches but in a way that allows retrieval of data through the online system. Advised that it gives information on equality impact assessments. Expressed desire for new IT system to be able to operate at a high level but also to a specific and smaller area to get more targeted information.</p> <p>PR: Asked if one can find out how many housing officers work in each area.</p> <p>MK: Advised each housing officer should have around 500 tenancies. Advised they want to relook at how they operate because some areas will have disproportionate number of ASB, for example, which should mean extra resources are pulled to those areas.</p> <p>Jenny: Echoed suggestion that more housing officers be pulled to certain areas with more problems.</p>	

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	<p><b>Future 'hot topics' ideas</b></p> <p>NV: Advised on money being set aside in this year's budget for tenants who have paid more for their heating bills, and asked if that had been rescinded or not.</p> <p>MK: Advised they think it is being paid but will find out.</p> <p>NV: Advised they think this forum was dominated by BCC staff with PowerPoints and suggested more thought is put into how to plan meeting. Suggested it is an unsatisfactory way to engage with tenants.</p> <p>JV: Echoed NV's point.</p> <p>NV: Suggested that the same problems crop up over and over. Suggested a forum should be a lot more open discussion.</p> <p>CL: Agreed with NV's point and suggested PowerPoint presentations are difficult for attendees. Agreed that presentations should be shared with attendees beforehand. Suggested that more information is shared about who requests for certain things to happen on their estate, such as rewinding.</p> <p>EP: Cited boiler issues in their block in Kingsdown. Asked if BCC is aware that new boiler they have installed is not fit for purpose. Asked about purchasing their home.</p> <p>MK: Advised they will contact them directly after the meeting.</p> <p>PR: Cited JH's presentation as being a consultation for views from residents in comparison with other presentations which were reviews. Agreed that too many PowerPoints aren't needed, but that also expressed belief that they are useful for transmitting information.</p>	

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	<b>AOB</b>	
	<b>Next forums 17 &amp; 19 March 2025</b>	