



## MINUTES

<b>Meeting</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Tenancy & Estates Service User Group	04/12/2025	18:00	<b>Zoom</b>
<b>Attendees</b>			
<b>Residents</b>	<b>Councillors</b>		<b>Staff</b>
Boycee (B) Carol Smith (CS) Dottie North (DN) Nigel Varley (NV)			Lesha Wilson (LW) Mark Goodey (MG) David Maggs (DM) Henry Murray Holly Mann (HM) Mike Booth (MB)
<b>Apologies</b>		<b>Minutes</b>	
		Henry Murray	

### Agenda items

1. **Welcome and Housekeeping**
2. **Actions from previous meeting – David Maggs, Tenant Participation Officer**
3. **Performance Report: Tenancy Management – Result of Walkabouts Report – Mark Goodey, Housing Manager**
4. **CONSULTATION: Pest Policy – Holly Mann, Policy and Practise Officer**
5. **Access to Dwellings for Stock Condition Surveys – Mark Goodey**
6. **Task & Finish Group and update to future Service User Groups – Lesha Wilson, Policy and Engagement Manager**
7. **Any Other Business**

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
<b>1</b>	<b>Welcome and housekeeping</b>	

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2	<b>Actions from previous meeting – David Maggs, Tenant Participation Officer</b>	
3	<p><b>Performance Report: Tenancy Management – Result of Walkabouts Report</b> – Mark Goodey, Housing Manager</p> <p>B: Asked for a list of the one hundred walkabouts cited in the presentation. Advised they were not aware of any walkabouts and stated their desire to be included in future.</p> <p>Suggested that lack of attendance could be due to poor relationships between residents and housing officers.</p> <p>DN: Asked how much notice was given to residents and what times of day were they taking place.</p> <p>MG: Advised it was better to do the walkabouts during the evening but often that wasn't possible. Advised other agencies were invited such as Bristol Waste and the police with matters relating to ASB. Expressed desire to have Bristol Waste come along to more walkabouts as they were very helpful. Advised they will make it work better next year given what they've learned from running them this year.</p> <p>Expressed belief that next year 100% of walkabouts will take place, that is in every block and area there should be walkabouts taking place.</p> <p>DN: Asked if Housing Scrutiny Panel could attend.</p> <p>MG: Welcomed this idea.</p> <p>CS: Asked if there has been any feedback from residents who attended and asked if they could give some. Agreed Bristol Waste were helpful on the walkabout and made a note of the changes/actions for them to carry out but those had to be chased down with Bristol Waste. Suggested that there is a gap between actions raised and the actions having resolution.</p>	

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	<p>MG: Expressed concern with this and advised that a more rigorous process of capturing issues and having them followed through to resolution. Suggested that the process will depend on the issue, citing example of fly tipping that would be taken on by housing officer. Suggested that a mechanism for capturing and tracking issues on walkabouts needs to be built-in.</p> <p>CS: Suggested more tenants would come on walkabouts if they saw them to be effective.</p> <p>MG: Expressed agreement.</p> <p>CS: Asked if they could assist with developing this process.</p> <p>MG: Advised they would like this and will take their details away to be part of the meeting in January to start building this process.</p>	
<b>4</b>	<p><b>CONSULTATION: Pest Policy – Holly Mann, Policy and Practise Officer</b></p> <p>B: Cited policy document that speaks about scaffolding needing to be erected to removed soiled bed bug items such as mattresses. Asked if there is an opportunity to charge the tenants given the high price of removal. Cited problems with safeguarding and further contaminated.</p> <p>HM: Advised that the ombudsman suggests the council should look further into what the cause of pests, be it tenancy breaches through hygiene, then the tenant would be charged.</p> <p>LW: Advised that charges would be applied on a case-by-case basis. Advised they have had examples of bed bugs getting into the structure of the building and go from one property to another.</p> <p>HM: Advised on the legal term of “self neglect” and advised a new policy is being written around this that relates to complex cases.</p>	

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5	<p><b>Access to Dwellings for Stock Condition Surveys - Mike Booth, Building Survey Programme Manager</b></p> <p>DN: Expressed displeasure with the very short notice which told them to be available at any time between 9am and 5pm. Advised a week in advance that a letter was received but with no date or timings.</p> <p>MB: Agreed that this short notice is unhelpful. Advised they are also meant to leave a small letter much like royal mail to notify tenants that they were missed.</p> <p>B: Suggested the current system does not work, citing similar issues as DN. Cited a letter from one contractor that gave unclear timings for when they were due to show up.</p> <p>MB: Advised that B should have received a text letting them know that contractor is in the area and that they can drop in at some point that day.</p> <p>NV: Advised they also received a letter from Saville's but that they won't let anyone in unless they have been given seven days' notice.</p> <p>MB: Advised that the calling cards should give an option to call to arrange an appointment.</p> <p>NV: Advised that they charge for the call.</p> <p>LW: Suggested that an action to be taken away is to contact Ridge or other contractors about gaining access with notice.</p> <p>MB: Agreed to take this way. Thanked everyone for their feedback.</p> <p>HM: Added that there are movements towards setting up a method for gathering information that helps workers gain access or contact residents at their preferred times and adjustments.</p> <p>NV: Cited a resident who has an inspection once a year and asked why that can't happen for them too. Asked about different types of inspections</p>	MB

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	<p>MB: Advised on process for determining disrepair.</p> <p>DN: Advised that wardens have to inspect and check things like electricity.</p> <p>LW: Advised on different types of inspections, advised they will share the information on the different inspection/visit types.</p> <p>DM: Asked if MB had noted that both NV and B have had their appointments over-shot by 4 weeks. Suggested this is a serious issue.</p> <p>MB: Advised this will be taken away and cited ongoing staff and work issues from both Ridge and Saville's contractors.</p> <p>HM: Posted link of explainer for all visit types by Bristol City Council: <a href="#">Letting us into your council home</a></p> <p>LW: Advised that there will be broad communication to residents about gaining access and expressed importance for council to get this communication right.</p> <p>B: Suggested that it's a missed opportunity having a tight system to gain access.</p> <p>HM: Agreed with B that this would be a win win for BCC to get this right.</p>	
<b>6</b>	<p><b>Task &amp; Finish Group and update to future Service User Groups – Lesha Wilson, Policy and Engagement Manager</b></p> <p>LW:</p> <ul style="list-style-type: none"> <li>• Task and Finish Group Action Plan agreed by H&amp;D Committee in October</li> <li>• Based on feedback from key stakeholders, including residents, agreement made to review resident engagement activities including a review of SUG's</li> <li>• As part of this review, Service User Groups have been disbanded.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• From next year looking to introduce new/improved and more flexible ways for residents to get involved</li> <li>• Residents can remain on the Involvement Register for updates and participate in new activities</li> <li>• Engagement team will provide a summary of SUG achievements as part of the comms to residents.</li> </ul> <p>LW asked for any suggestions.</p> <p>B: Advised that it's always the same faces that show up and suggested the same areas are being re-trod each time. Asked how the council can get more people engaged and advised they don't have the answer.</p> <p>DN: Suggested that face-to-face meetings with "quick wins" and clear results would make meetings more attractive.</p> <p>Discussion about the new IT system.</p> <p>NV: Advised that engagement will rise and fall depending on the issues and expressed belief that most residents will feel city-wide issues are too big to influence and local issues are too difficult to get results. Expressed a second difficulty about democratic accountability, suggesting that non-tenant residents shouldn't be influencing policy for tenants. Asked if other attendees if they would like to get involved with more localised tenant groups to negotiate with the council.</p> <p>LW: Advised that "residents" is used to label both tenants and leaseholders and eventually shared ownership tenants. Advised only people on the panel who aren't residents are organisations within Bristol that work with local communities. Advised that this will be a new way of working and suggested it's a positive to step be venturing into brand new process based on legislation.</p> <p>Thanked attendees for being part of Service User Groups. Advised a collection and round-up of activities done within SUGs will be sent round.</p>	

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7	<p><b>Any Other Business</b></p> <p>NV: Asked about a new garden for Gilton House.</p> <p>MG: They will check and get back.</p>	MB