



MINUTES

Meeting	Date	Time	Location
Estates Management Service User Group	31/08/2023	18:00	Zoom
Attendees			
Residents	Councillors		Staff
Nigel Varley (NV) Phillip Morris (PM) Tim De La Rew (T) Boycee (B) Pat Robinson (PR) Thomas Cooke (TC)			David Maggs (DM) Martin Owen (MO) Darrell Jackson (DJ) Ilona Marciniak (IL) Henry Murray (HM)
Apologies		Minutes	
		Henry Murray	

Agenda items

1. Welcome
2. You Said- We Did Update – David Maggs
3. Estates Grading – Progress Report - Martin Owen
4. Communication - Darrell Jackson
5. Consultation on new Consumer Standards for Social Housing
[Consultation on the consumer standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk)
6. AOB
7. Dates of next meeting

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	Welcome (Housekeeping/ code of conduct)	

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
2	<p>You Said We Did update – David Maggs</p> <p>MO – Asked about best practice</p> <p>PM – Asked about specific ASB issue, but this had not been dealt with in a SUG.</p> <p>DM – Gave update.</p> <p>Thomas Cooke – Asked about specific issue regarding new repair.</p> <p>MO – Asked for TC to be dealt with in the AOB section of meeting.</p>	
3	<p>Estates Grading – Progress Report - Martin Owen</p> <p>MO gave presentation “Estate and Neighbourhood Standards”</p> <p>NV – Expressed belief that that priority for the council should be residents’ perception of the situation on their estates. Suggested residents should lead rather than follow initiatives. Advised that some residents may not be able to participate in walkabouts. Expressed belief that website will have low engagement. Expressed belief that housing officers will be unable to carry out walkabouts due to being overworked.</p> <p>MO – Advised initiative was launched last year and has been on a pause. Agreed that allowing residents to do the grading themselves could be something to work for in the future. Advised it is early days and there is scope for it to evolve. Suggested that the form online should allow people to engage.</p> <p>DJ – Advised that estate inspections are a core function for housing officers and they are aware it is going to happen.</p> <p>NV – Reiterated belief that housing officers are too overworked.</p> <p>DJ – Advised that the Bristol number of housing officers</p>	

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
	<p>is comparable to other cities, and that numbers dip because of things like sick leave and annual leave and vacancies.</p> <p>PM – Expressed belief that walkabouts happened regularly ten years ago. Advised he had raised FOI request for the number of walkabouts carried out in his area and that reply stated one walkabout had happened over two years but with no location given. Raised concern over being restricted from details, cited “Working Together” initiative. Asked if rewilding is part of BCC policy.</p> <p>MO – Advised they are unaware of rewilding as Bristol policy but will find out.</p>	MO
4	<p>Presentation on Communication given by Darrell Jackson</p> <p>B – Expressed opinion that the main problem with communication is timescales, and that they often do not receive a response or any sign of receipt of their query. Expressed frustration and expressed belief that only once you make a fervent complaint that a response comes back regarding a timescale. They need to keep in touch and let you know if there is a problem fulfilling a request.</p> <p>MO – Agreed that the process needs to be fine-tuned and expressed frustration with response times. Agreed and acknowledged that slower responses cause more work in the long term.</p> <p>PR – Expressed belief that most communication comes from council to residents which generally works, but that the reverse (residents to Council) is a more difficult process. Expressed frustration with regular excuses that cite the new incoming IT system. Expressed belief that most residents want to speak to a person about their issue rather than through an electronic process.</p> <p>DJ – Asked if there is an issue when contacting council over the phone.</p>	

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
	<p>PR – Expressed problems with call-backs, reference numbers and general process for getting through to council. Expressed frustration with complications with raising simple queries.</p>	
	<p>NV – Expressed annoyance with powerpoint presentation on communication in this meeting. Expressed opinion that council is over-managing problems. Expressed belief that independent tenant organisations are part of the solution.</p> <p>PM – Raised problem of options being changed when calling up council, that the same options are often not available, or that some options don't lead to speaking to someone.</p> <p>TC – Raised question regarding issue of bathroom replacement programme, and that they have received no communication about the schedule of building works happening on their estate.</p> <p>MO – Will feedback in next meetings and forward to repairs. Asked what would be the most desired improvements.</p> <p>B – Advised TC on list of timescales that they had seen as a member of working group that advised on the plans for the bathroom replacement programme</p> <p>TC – Expressed frustration that they came home with toilet removed without notice.</p> <p>MO – Advised will be fed back to repairs.</p> <p>B – Advised that repairs have to reconnect any disconnected toilet at the end of every day citing policy.</p> <p>IL – Advised they will take it away and follow up.</p>	<p>MO</p> <p>MO</p> <p>IL/DM</p>

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
	<p>NV – Expressed frustration with the taking away of queries and issues raised during meetings. Asked if there can be a new way of addressing communications. Expressed frustration and opinion that council is trying to maintain control and demanded an answer from DM regarding previous question raised.</p> <p>DM – Advised that Brinton Edwards in previous meeting said point would be taken away to other service managers to be discussed. Advised over the summer it is difficult for all managers to be able to provide focus and agreement. Advised that there are multiple services and departments involved with issue of communication and so it is complex and it will take time. Advised will use this as an example of where processes are in further discussions.</p> <p>PM – Advised that took 6 weeks for a bathroom to be repaired by certain private contractor. Expressed frustration with said contractor and belief that they are illegitimate company.</p> <p>MO – Advised point will be followed up</p> <p>NV – Expressed frustration with previous point he had raised and asked if it has been minuted.</p> <p>HM – Advised all points are being added to minutes.</p>	<p>DM</p> <p>MO</p>
5	<p>Consultation on new Consumer Standards for Social Housing closes 17.10.23</p> <p>DM – Advised on broad remit of new consumer standards. Advised that is an opportunity to get involved and raise issues and perspectives. Advised link will be provided in minutes and further communication.</p> <p>Consultation on the consumer standards - GOV.UK (www.gov.uk)</p>	

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
	<p>Future topics</p> <p>NV – Suggested discussion on how contracts work with the authority. Advised Gilton House is being renovated and timescale is now another year. Raised belief that knock-on effects with regards to long timescales are detrimental to heating of resident’s flats. Expressed belief that underfunded local authorities have to use cheapest contractors.</p> <p>B – Asked about update for alternative energy such as solar power. Advised previous meeting on this topic did not provide enough information. Would like to know if any timescales are available for solar panelling.</p> <p>PM – Asked for “proper” communication with council, saying that there used to be clear timescales for service staff to reply to residents which they believe were shorter.</p> <p>PR – Advised that block they live in does not have recycling facilities. Advised their housing officer has raised proposal with council for this. Asked for issue to be raised for their estate, Parbrook Court. Raised issue about overgrown hedges.</p> <p>Discussion ensued regarding recycling bins at various attendees’ estates.</p> <p>MO – Advised PR that potential agenda item about hedges can be raised.</p> <p>NV – Asked for recycling in general to be an agenda item.</p> <p>B – Asked about wildflower meadow being allowed to grow on their estate.</p>	<p>MO</p> <p>MO</p> <p>MO</p> <p>MO</p>

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
	<p>AOB</p> <p>NV – Advised they pay for supported housing via direct debit, but that it stopped without notice. Advised that they found that when charges increase that the extra charge has to be manually input. Expressed frustration with this process. Advised that new IT system needs to be thoroughly tested.</p> <p>T - Advised received letter regarding new system will mean residents will have to fill out new set of forms. Expressed frustration with what they say is poor service. Advised they were never told about a brand new system.</p> <p>NV – Agreed that a new system could be chaos if all residents are in a similar boat.</p> <p>PM – Advised council told them of requirement to use safe storage room for storing electric chairs but that all battery chargers had recently been stolen. Raised issue with sign that says council is not liable for items stolen from safe storage room and that council has no record of how many keys have been handed out. Expressed frustration with having to pay for new battery charger.</p> <p>MO – Asked who has access to storage room.</p> <p>PM – Says you have to pay a fee and sign up, but if residents die that council does not get the keys back. Advised they asked if there was a record of who are given keys, and that answer was no, only fee is taken.</p> <p>TC – Raised previous tenant’s group for Redcliffe. Asked what situation currently is for congregating in meeting rooms.</p> <p>DJ – Advised there are no longer restrictions on meeting rooms.</p> <p>IL – Asked if TC was referring to Resident Action Group or if it is another group.</p>	<p>DM</p> <p>MO</p>

Agenda Item	<i>Discussion Points/ Outcomes & Actions</i>	<i>Actions</i>
	<p>TC – Advised is referring to another group.</p> <p>DM – Advised community rooms can be used without restrictions.</p> <p>End of meeting.</p>	