



Tenant Participation
Repairs & Maintenance Service User Group

MINUTES

Meeting	Date	Time	Location
Repairs & Maintenance User Group	27/07/2023	18:00	Zoom
Attendees			
Residents	Councillors		Staff
Nigel Varley (NV) Tim De La Rew (T) Dottie North (DN) Chris Evans (CE) Carrie Martin (CM) Pat Robinson (PR) Janet Browning Bob Walter (B)			Laura Pilkington (LP) Mayowa Ademuyewo (MA) Nick Wilmott (NW) Ilona Marciniak (IL) Henry Murray
Apologies		Minutes	
		Henry Murray	

Agenda items

- 1. Welcome**
- 2. Actions from previous meeting**
- 3. Safety (Fire Safety Update) – Mayowa Ademuyewo**
- 4. Mould and Damp Policy and documents Review – Laura Pilkington**
- 5. Agree items for forward plan**
- 6. AOB**
- 7. Dates of next meeting**

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	Welcome (Housekeeping/ code of conduct)	
2	<p>Actions from previous meeting</p> <p>Ilona presented You Said We Did document</p> <p>NV – Stated that they have heard nothing regarding previous issue raised.</p> <p>IL – Advised they will look into it after the meeting.</p>	
3	<p>Safety (Fire Safety Update) – Mayowa Ademuyewo</p> <p>Mayowa gave update on Fire Safety</p> <p>NV – Advised that they believe electric scooters will exist regardless of charging rooms. Asked if there can be fire extinguishers where they are likely to be, such as landings.</p> <p>MA – Advised that fire extinguishers can be purchased by estates and that residents would need to be trained on them.</p> <p>Exchange with NV on budget. MA advised that the budget for fire extinguishers would come from service charges paid by residents.</p> <p>NV – Expressed belief that they will not get fire extinguishers where there are mobility scooters.</p> <p>MA – Advised there should not be combustible items on landings.</p> <p>Exchanged between NV and MA on mobility scooters being left to charge on landings. MA advised they were concerned over NV’s belief that mobility scooters are regularly left on landings to charge. NV expressed belief that residents cannot be restricted from charging mobility scooters and that this is an ongoing contention.</p>	MA

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	<p>MA – Advised that they will review this with Avon Fire & Safety. Expressed concern and a need to find a solution to this even if it is in the short term.</p> <p>NV – Expressed belief that nothing can be done due to the conflict of issues.</p> <p>CE – Advised that in their block of flats a battery was charged on a cushion and 9 fire engines had to come. Solutions too little too late. Warned council a year and a half ago and they didn't want to know.</p> <p>Exchange about frustrations over comms and safety.</p> <p>NV – Expressed belief that the council doesn't have the resources to respond quickly enough and that this is no one's fault.</p> <p>NW - Gave update on fire alarm installations at various sites around Bristol.</p> <p>NV – Asked if NW is aware of program to remove cladding from buildings in the winter.</p> <p>NW – Advised that they are are aware and that this decision was taken by hgher ups.</p> <p>NV – Expressed belief of the need to reconsider phasing of cladding removal during winter. Advised that their building in the winter will be too cold when cladding comes off. Asked for guarantee around ensuring cladding is back on quickly or a restructuring of phasing.</p> <p>NW – Advised they cannot give guarantee. Advised that new cladding should go on as quickly as possible.</p> <p>CM – Asked about program for Croydon House.</p> <p>NW – Advised it is on program.</p> <p>NV – Raised lack of response to a query sent via email.</p>	

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	LP – Advised it is in hand.	
4	<p>Mould & damp policy documents review – Laura Pilkington</p> <p>Laura Pilkington gave presentation on Damp & Mould Policy Overview</p> <p>NV – Asked if council have budget for policies within presentation and enough to implement zero tolerance.</p> <p>LP – Advised there is a limited budget. Stated they understand and they are frequently raising need for more resources.</p> <p>T – Advised that the extractor fan in their property seems to work.</p> <p>LP – Agreed that that solution is very low cost and advised council are agreeing on standard fan to be rolled out.</p> <p>NV – Advised they thought policy text is too word-heavy. Suggested more colour and graphics. Suggested youtube video with animations and expressed belief it would be more accessible.</p> <p>PR – Agreed it should be less word-heavy and more succinct.</p> <p>LP – Asked residents for feedback after forum should they wish.</p> <p>T – Advised on points of advertising and notification, suggested posters at various sites including Temple Street at point of rent payment, doctor surgeries, schools.</p> <p>Exchange about notice boards at various sites.</p> <p>CM – Asked if they can have EPC rating for their flats.</p>	LP

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
	LP – Advised will raise.	
5	<p>Agree items for forward plan</p> <p>IL – Raised that Boycee wanted an update on bathroom project.</p> <p>NV – Asked for a review of the cladding replacement program. Asked for information on progress so far, problems encountered, details of timescale.</p> <p>LP – Advised they are changing program at the moment.</p> <p>NV – Expressed desire to see work so far and lessons learned regarding cladding.</p> <p>CM – Asked if electric car charging points will be installed at their estate.</p> <p>LP – Advised it is on agenda. Also advised that the council is not looking install in communal car parks, advised infrastructure not there nationally to implement.</p> <p>T – Expressed belief that Croydon car park could make money by selling charging points.</p>	
7	<p>Any other business</p> <p>CE – Raised issue of windows need cleaning three or four times a year, and location of external drain. Advised request has been sent via email.</p> <p>LP – Advised that the issue was looked at and it was determined to be too expensive to add to service charges.</p> <p>CE – Expressed belief it could be done swiftly and quickly. Expressed needs for handicapped residents who can't clean outside of their windows.</p>	

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	<p>T – Raised ASB issue reported regarding flat at Berry Croft. Stated belief that nothing has been done.</p> <p>IL – Advised they will follow this up.</p> <p>DN – Advised that window cleaners at their block have provided a good service. Asked about window cleaning being completely ruled out./</p> <p>LP – Advised they will need to raise elsewhere to get it back on agenda as it's not part of repairs but can't promise anything.</p> <p>NV – Advised they believe the leak at Gilton House main entrance hasn't been fixed.</p> <p>IL – Advised it was reported to plant planning and followed up with them last month to make them aware it is still flooding. Advised they said another job has been raised. Advised they will copy LP in for another follow up.</p> <p>B – Asked what is included in BCC under the label of sanitation and if it includes recycling points.</p> <p>LP – Answered that they don't know but will find out.</p> <p>DN – Advised recently reported noises from boiler, couldn't submit the form to report correctly as it didn't work.</p> <p>LP – Advised it will be looked at.</p>	<p>IL</p> <p>LP</p> <p>LP</p> <p>LP</p> <p>LP</p>
8	<p>Date of next meeting</p> <p>28th September</p>	