



**Tenant Participation**  
Housing Forum

**MINUTES**

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Housing Forum	19/09/2023	18:00	Zoom
<b>Attendees</b>			
<b>Residents</b>	<b>Councillors</b>	<b>Staff</b>	
Alistair Goulding Asli Abdi Boycee (B) Chris Evans Chris Sweetham (CS) Jan Bohin Janet Browning Jennie (Jennifer Ball) Louise Hannan Martin Hewer (MH) Michael Foley Robert Walters (BW) Pat Robinson (PR) Phillip Morris (PM) Sibusiso Tshabalala Steve Carlin	Cllr Helen Holland	Lesha W Craig Cook Phil James (PJ) Tim Nicholls Tina Austin David M Ilona M Henry M	
<b>Apologies</b>		<b>Minutes</b>	
		Henry Murray	

**Agenda items**

- 1. Welcome and Housekeeping**
- 2. Fire Safety Resident engagement**
- 3. Improvement to communal council housing areas**
- 4. Future 'hot topic' ideas**
- 5. Date of next Housing Management Board**
- 6. Standards for social housing consultation**
- 7. Date of next meeting Winter 2023 and close**

<i>Item</i>	<i>Discussion Points/ Outcomes &amp; Actions</i>	<i>Action s</i>
1	<b>Welcome (Housekeeping/ code of conduct)</b>	
2	<p><b>Fire Safety Resident engagement - Presentation and discussion by Lesha Wilson</b></p> <p>PR – Asked if the questions will be a “tick-box” format or if there will space for residents to express concerns.</p> <p>LW – Listed different examples of questions that will be asked of residents.</p> <p>CS – Advised that Grenfell residents made their council aware of dangers long before fire. Advised that they have raised issues at their own block for years. Advised that they raised ongoing issue regarding dogs in their block as a safety issue. Raised issues with Wake and Watch and fire safety work which are delayed. Raised specific issue with an awning at their block.</p> <p>CC – Expressed gratitude for raising these issues.</p> <p>B – Asked when low rise residents will be consulted.</p> <p>LW – Acknowledged low rise residents are part of initiative. Advised that high rises are a priority. Advised of new legal requirement for communicating with residents every year with new fire safety policies and inspections.</p> <p>B – Asked of rough timescale.</p> <p>LW – Advised that 9-12 months looks likely.</p> <p>PM – Asked if in consultation accommodations could be made for deaf and blind people. Advised that yellow stripe paint has faded on stairways and is no longer safe.</p> <p>LW – Thanked Philip and took on their point.</p> <p>MH – Advised on installation of cladding during 2002. that it has since fallen off despite raising it with council. Asked about major refurbishment taking place as a result of cladding inspections.</p>	LW

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	CC – Advised about different types of cladding and policy post-Grenfell. Advised on new policy and new processes for cladding.	
3	<p><b>Improvement to communal council housing areas - Presentation and discussion by Phil James</b></p> <p>B – Advised one of the pictures shown was at their estate. Advised they were not consulted once for the work that was carried out. Had conversation with HO at the time, requested that a few pieces of repair works be done at same time of new working, advised they were not consulted when work started or what work was done. Advised that contractors took down washing lines and moved to a new location with new location that doesn't get sunlight, again no consultation on work. Disagreed that any tenants were involved.</p> <p>CC – Agreed that delivery teams on these projects should be collaborative with tenants. Details should come from consultation with tenants and there should be a point of contact for tenants once work starts.</p> <p>PM – Raised issue of benches being removed on their estate that were not replaced, advised that new housing officer was unclear of bid process for funding for new work.</p> <p>BW – More extra rubbish piled up in their block. How do we dispose of it please?</p> <p>PR – Advised their block is without recycling facilities. Advised letter has been sent to council regarding recycling, asked for any update. Advised no one has heard anything since consultation and that recycling is needed.</p> <p>PM – Advised that they cannot access their estate easily because road is blocked due to contractors. Requested a dropped curb put in for ease of access. Sibusiso - How can we submit bids or get the application form?</p> <p>PJ – Advised team will go out to see tenants via walkabouts.</p> <p>B – Asked if residents will be notified about walkabouts.</p>	<p>CC</p> <p>CC</p> <p>CC</p> <p>CC</p>

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	<p>PM – Replied in the affirmative and listed a variety of methods of communications to notify.</p> <p>B – Advised that they have seen their housing officer three times in six years and expressed dissatisfaction with lack of visibility.</p> <p>CC – Advised team is working hard to increase visibility.</p> <p>P – Raised past walkabouts going back twenty years, and a freedom of information request about how many walkabouts had taken place recently. Expressed dissatisfaction with low number of walkabouts, and lack of transparency from council not providing reports of walkabouts. Asked why pledge of more walkabouts has been made.</p> <p>CC – Agreed that this is an important issue, but that it is slightly off-topic from presentation.</p> <p>ST – Advised on previous experience of consultation and planned works. Raised issues that came up during work and lack of communication with contractors once work started.</p> <p>CC – Agreed that there are often issues with communications. Agreed that principals are well intentioned, but that ongoing communication and consultation is key.</p> <p>MH – Advised on level of disruption when contractors are in for large installations. Expressed frustration with proposed sprinkler installation. Expressed opinion that fire safety is less important to than disruption and resident's dogs.</p> <p>CS – Expressed concern around fire safety in storage cages, that walkways can be blocked.</p> <p>CC – Advised part of strategy is education on safety as well as communication.</p> <p>P – Advised of numbers of deaths in high rise buildings in Bristol. Asked about insulation being removed and if it's necessary.</p> <p>CC – Advised on current standards and laws in place and why they are important.</p>	

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	<p>C – Raised issue of lithium-ion batteries. Raised problem with timescales of resolving large safety problems.</p> <p>CC – Agreed with Chris on timescales and problems raised.</p> <p>LW – Thanked everyone for their comments. Reiterated comments from Craig and emphasised the new laws that the council is required to adhere to around fire safety. Asked attendees how else should the council be communicating with residents.</p> <p>Bob – Suggested a community event would improve communication, especially if there was food.</p> <p>CS – Asked if council could take a lead with disseminating educational material around lithium ion batteries.</p> <p>LW – Agreed on essential education from council as well as from team members.</p> <p>JB – Asked about small pieces of crucial information not being sent to residents and raised the effects it can have on residents.</p> <p>PM – Raised issue of batteries. Raised security issue at their block where all charges in charging room were stolen leading to residents now charging their devices in their flats.</p> <p>LW – Advised council is looking at solution for storage and safety.</p> <p>CS – Advised issue of fire engines not being able to access certain blocks because of markings not being taken seriously.</p> <p>LW – Thanked Chris. Advised that part of fire safety is educating residents about seriousness policies and working with them to find best practise.</p> <p>P – Asked about postcode change for their block as ambulance could not find their block. Cited postcode BS1 1XA</p>	

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4	<p><b>Future ‘hot topic’ ideas</b></p> <p>CS – Planning for regular maintenance for things like drains being blocked at the same time every year. Asked if a single person is able to take ownership of an issue when multiple departments are involved with a single issue.</p> <p>JB – If letting team could come and advise on their standards and processes.</p> <p>IM – Advised on attendees for next SUG 28<sup>th</sup> September that may be able to offer insights on topic.</p> <p>CS – Asked if there is still a voids team for residents looking to move elsewhere. Cited fly tipping in their block when residents vacate property.</p> <p>PJ – Advised on recharging process for waste left by vacating tenants.</p>	
6	<p><b>Standards for social housing consultation – The Regulator for social housing is seeking views on the revised standards for social housing (closing date 17th October) presented by David Maggs.</b></p> <p>No questions</p>	
7	<p><b>Meeting closed.</b></p>	