

MINUTES

Meeting	Date	Time	Location
Service User Group	25/04/2024	18:00	Zoom
Attendees			
Residents B – Boycee (Mark Colbourne) CE – Chris Evans CM – Chris Matthews DN – Dottie North EP – Eneyi Pemu JF – Jeremy Fennell NV – Nigel Varley PR- Pat Robinson ST - Sibusiso Tshabalala TDLR – Tim De La Rew	Councillors	Staff DM-David Maggs IM- Ilona Marciniak JM - Jo Marchant MK - Mark Kempt MT – Miles Tilling NM – Nathan Muggeridge	
Apologies		Minutes	
		Henry Murray	

Agenda items

1. **Welcome and Housekeeping**
2. **You Said We Did**
3. **Service area reporting on annual performance and improvement plans for Lettings – Jo Merchant**
4. **HRA/Council finance explainer – Miles Tilling**
5. **Consumer standard explainer – David Maggs**
6. **Ideas for future meetings**
7. **AOB**

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	Welcome and housekeeping	

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2	<p>You said we did – Presentation on progress of actions raised at previous SUGs 29.02.2024 By David Maggs Tenant Participation Officer</p> <p>CE: Advised they have been raising questions sent in advance for a long time. Expressed belief that their questions are being sidelined.</p> <p>JM: Asked if those issues can be raised in June’s meeting.</p> <p>NV: Expressed opinion that CE’s questions sent in advance of meeting are wrong to be taken offline on the basis that they are either personal issues or questions that have already been raised in previous meeting. Expressed displeasure at way issue has been dealt with.</p> <p>PR: Raised problem with glass from windows not being recycled.</p> <p>DM: Advised they will take this away.</p> <p>PR: Advised that Bristol doesn’t have facilities to recycle glass from windows.</p> <p>TDLR: Raised issue of plastics and reasoning behind window frames having to be fully replaced. Expressed concern about amount of plastic being used.</p> <p>DM: Advised they will take this back along with the glass recycling issue.</p> <p>JF: Asked to raise a fire safety related issue</p> <p>DM: Advised will be taken under AOB.</p> <p>B: Advised on The Cheese Project in which they use thermal imaging to help residents to save money on energy bills. Explained specific features of different types of windows that they are familiar with. Suggests that maintenance on particular windows would save council money instead of ripping them out.</p> <p>DM: Advised they will take away.</p>	<p>DM</p> <p>DM</p> <p>See Later in agenda</p> <p>DM</p>

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3	<p>Jo Marchant gave presentation on key performance indicators for Lettings Service</p> <p>B: Asked for clarification on the figure of 74% accepting offers on properties.</p> <p>DN: Asked if reasons for refusal of properties are logged.</p> <p>JM: Confirmed they do and shared some examples.</p> <p>NV: Asked if some refusals are made because of potential resell value.</p> <p>JM: Says yes but it's mostly people who are not familiar with the areas they are offered.</p> <p>B: Asked if money can be reclaimed from previous owners of poor condition properties, citing high cost and turnaround time to redo the property for new tenant.</p> <p>JM: Advised they can't take money from deceased tenants or their families. Advised they can recharge people who are still alive after tenancy.</p> <p>CM: Advised they offered leaving money in their will and suggested this could be a policy going forward.</p> <p>JM: Advised many tenants don't have wills or leave anything other than what was in their flat. Shared experience of families of deceased relatives cleaning flats before tenancy runs out to be returned to council for new owners.</p> <p>JF: Asked what safeguards council has to check in on properties to prevent degradation.</p> <p>JM: Advised that tenants struggling to upkeep may be asked to sign an agreement or housing officers will be asked to check in on property on a regular basis.</p> <p>NV: Shared experience of residents who have died in their block having their possessions being loaded onto a truck after they had died. Expressed belief that the possessions are taken to tip.</p>	

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	<p>JM: Advised on close relationship with Bristol Waste in which items that can be recycled and rehoused via reuse centres.</p> <p>TDLR: Asked if council has fire insurance.</p> <p>JM: Advised that council does have insurance and in incidents of fire they can claim money back.</p> <p>TDLR: Asked if council can claim money back from estate of deceased.</p> <p>JM: Explained again that most people die without a will.</p> <p>B: Shared experience of accepting offer on their current property which included in-person interview. Asked if system to pick up keys from centre of town has been changed.</p> <p>JM: Advised it has been changed.</p> <p>DN: Asked if there is a policy about tenants not being able to move within a block. Cited resident with disability issues being told they weren't allowed to move within blocks.</p> <p>JM: Advised it is not property but asked to take case away and contact after meeting.</p> <p>TDLR: Asked if it is not possible to have insurance to cover properties left in bad condition.</p> <p>MK: Advised they don't know but will find out and come back with an answer.</p> <p>PR: Expressed belief that it takes too long between flat being cleared after deceased resident and flat being turned over for new residents.</p> <p>JM: Advised they chase any late returns of keys. Advised they will enter property and change locks if they have confirmation of old tenants moving out if it helps with speeding up process.</p>	<p>MK</p>

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	<p>EP: Told they would be sent to end of reservation queue if they rejected their current property. Shared their fear of heights and felt.</p> <p>JM: Advised that it is dependent on priority. Advised around 21000 are on waiting list. Advised that their band dictated how many properties they were offered.</p> <p>EP: Asked if this is explained during process.</p> <p>JM: Confirmed this is explained and would be happy to share process with them.</p> <p>B: Shared anecdote of resident moving from one flat to another one within the same block.</p>	
4	<p>HRA/Council finance explainer – Miles Tilling</p> <p>Miles Tilling presented a summary outline of how housing finances are managed at an organisational level.</p> <p>NV: Cited allocation of funds for compensation for high energy costs incurred by some blocks and asked for update and asked about the source of funds.</p> <p>MT: Advised those funds will be coming from HRA and current process is around how to legally pay out those funds.</p> <p>NV: Asked the “sixty thousand dollar question” of how much it will be.</p> <p>MT: Advised that information will be coming out over the next couple of weeks. Gave very rough estimate of £20-30 per person per each month with cladding not on building.</p> <p>NV: Asked about further detail.</p> <p>MT: Advised they don’t have further details at this time.</p> <p>DM: Asked MT to give clarification on ring fencing of HRA funds.</p>	

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	<p>MT: Acknowledged very important point. Cited Nottingham City Council had been fined for inappropriately taking funds from HRA. Expressed desire to reassure residents that the funds are very much legally protected. Advised that BCC is very finance focussed and protective over the HRA fund.</p>	
<p>5</p>	<p>Consumer standards – David Maggs</p> <p>David gave an overview of the new consumer standards that came into effect on 1st April 2024.</p> <p>NV: Cited their tenancy agreement and suggested that under new standards the council should have more detailed explained that includes their rights under new standards.</p> <p>JM: Advised they will take this forward.</p> <p>NV: Asked for a more concrete response.</p> <p>DM: Would be in the You Said We Did report from this meeting</p> <p>CE: Asked for the slide that was passed over.</p> <p>DM: Advised that full text can be included with minutes.</p>	<p>JM</p> <p>DM</p>
<p>6</p>	<p>Ideas for future meetings</p> <p>B: Cited windows issue raised earlier. Read out email from City Leap on upgrading windows. Asked if someone from window fitters/the project can be brought to forum to talk to residents.</p> <p>DM: Advised they could bring two people from project to a future meeting.</p> <p>NV: Asked for a dialogue about what information ought to go out to tenants about new standards. Asked for review of cladding replacement program, citing recent compensation scheme. Expressed desire for lessons to be learned.</p> <p>CE: Again raised the same issues they often raise at service user groups. Asked why issues they have raised</p>	<p>DM</p>

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	<p>many times have not been resolved. Expressed belief that they are often sidelined at meetings.</p> <p>Back and forth between DM and CE on previous issues raised.</p> <p>CM: Expressed concern that resources at meetings aren't being well utilised. Asked if future agendas could reflect the different needs from residents and councils.</p> <p>NV: Advised that issues they and others raise may have a personal perspective but a broader application.</p> <p>JF: Cited recent fire at Brookridge House. Advised that a neighbour's partner, who is unable to move out of flat in an emergency, was not visited by fire service during event of evacuation. Advised no evacuation chairs were in place, expressed concern with this. Asked for this to be looked at.</p> <p>MK: Advised that next SUG should perhaps have members of fire safety team.</p> <p>B: Directly addressed David that a car in their car park which is untaxed has still not moved. Advised that it is frustrating residents. Advised no response since first contact on this issue. Advised that their recycling has once again not been collected.</p> <p>CM: Advised that they have been trying to offer up one of their e-bikes to a charity and haven't been able. Asked for any potential options.</p> <p>B: Suggested they ask organisation that trains people on bikes if they would like it.</p> <p>TDLR: Advised on different evacuation chairs that were purchased at their block twenty years ago.</p> <p>DM: Advised that new disabilities incurred during tenancies are often difficult to register, more so than new residents which already have a disability.</p>	<p>DM</p> <p>Not next meeting as fire safety at summer forums</p> <p>DM to pursue</p>

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	<p>TDLR: Asked why evacuation plans are still being discussed.</p> <p>DM: Advised fire safety team will be along.</p> <p>NV: Advised that they have spoken to fire service about evacuation plans.</p> <p>CM: Reported that rubbish left by contractors at their block had still not been removed.</p>	<p>DM to chase</p>
7	End of meeting	