



## Repairs & Maintenance Service User Group

### MINUTES

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Repairs & Maintenance SUG	30/05/2024	10:00	<b>Zoom</b>
<b>Attendees</b>			
<b>Residents</b>	<b>Councillors</b>	<b>Staff</b>	
Bob Varrie Chris Evans (CE) Jeremy Fennell John Whitman Keith Michael Foley Negat Nigel Varley Pat Robinson Tim De La Rew		Ilona Marciniak Andy Gilborson Ashley Lehouz-Reuben Sean Dwyer Tom Nipper Henry Murray	
<b>Apologies</b>		<b>Minutes</b>	
		Henry Murray	

### Agenda items

1. Welcome and Housekeeping
2. Actions from previous meeting
3. Fire Suppression and Fire Alarm Systems
4. Bathroom & Domestic heating
5. Major Planned Program Update
6. Agree items for forward plan
7. Any other business
8. Date of next meeting (25th of July) and close

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
1	<p><b>Welcome (Housekeeping/ code of conduct)</b></p> <p>NV: Asked about element of code of conduct, suggested that a decision being made should have the option that it can be taken down by vote.</p> <p>IL: Advised that code of conduct was agreed by residents and if the group wishes to remove it then a vote can be taken.</p> <p>TDLR: Expressed view that code of conduct is disrespectful.</p> <p>Back and forth between residents about whether the line from code of conduct should be removed.</p> <p>Ilona suggested making the change to code of conduct an agenda item in next meeting.</p>	
2	<p><b>Fire Suppression Systems Presentation by Tom Nipper</b></p> <p><b>Presentation explaining new system and process for installation.</b></p> <p>NV: Asked how you turn sprinklers off.</p> <p>TN: Advised on valve system showing photos.</p> <p>NV: Asked who would turn them off.</p> <p>TN: Advised that on-call engineers would turn them off as well as fire service who will be trained on the new system.</p> <p>J: Asked if sprinkler system will be in every single room and how much disruption it may cause.</p> <p>TN: Advised it will be in all habitable rooms.</p> <p>J: Expressed view that it may cause quite a lot of disruption when installing. Expressed concern that it wasn't clear where devices will be installed within properties.</p>	

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p>TN: Advised it would be installed across three days inside properties but that this does not mean three days of continuous use of properties.</p> <p>J: Expressed concern that due to the fullness of their flat, it might be a large disruption. Asked about chances of sprinklers going off by mistake.</p> <p>TN: Advised it would be a one in sixteen million chance of going off by mistake. Advised on process of installation in detail.</p> <p>CE: Expressed agreement with sprinkler system but raised problem with lithium-ion batteries and their potential fire hazard. Raised their regular point about dogs which has been addressed several times in several meetings prior.</p> <p>NV: Raised the problem of lithium-ion batteries and expressed view of it being serious risk. Suggested making charging points for electric scooters a priority.</p> <p>TN: Advised that sprinklers would still be a strong protection against any fire caused by battery.</p> <p>CE: Listed various lithium ion battery-related fires that have occurred recently. Asked who is paying for a resident's stay in a Travelodge who was responsible for a pan fire, citing specific incident.</p> <p>J: Asked about timescales for sprinkler installation.</p> <p>TN: Advised it is a 5 year program but doesn't have details on specific blocks.</p> <p>J: Asked about cladding program on their block as they haven't heard anything</p> <p>C: Asked if they could have site of the five year program.</p>	

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p><b>TN continued presentation with “frequently asked questions” slide.</b></p> <p>C: Advised their block had a false alarm and evacuation recently and that it was quite disorganised.</p> <p>TN: Apologised for the false alarm and advised it was due to faulty parts which have since been replaced.</p> <p>NV: Expressed confusion as they have new fire alarms and new heaters, though some flats do not have new heaters and such were not given new fire alarms. Advised they are not aware of what the evacuation procedure is at their block.</p> <p>TN: Advised on different system installed at Gilton House which is a domestic system – only going off in individual flats.</p> <p>NV: Asked if this could be clarified with residents of Gilton House as they have been given different pieces of information.</p> <p>ALR: Advised will be taken away.</p> <p>NV: Advised that it’s not easy to hear the general alarm that goes off in corridors from within flats. Suggested the sounders should be upgraded or made louder.</p> <p>NV: Asked what happens when issues are “taken away”.</p> <p>TN: Advised on process of taking away safety issue to their team.</p> <p>CE: Again raised regular issue of dogs and lithium ion batteries.</p> <p>NV: Asked if they can raise further issues.</p> <p>ALR: Advised that unless it’s part of sprinkler and alarm topic then it should go to AOB later.</p> <p>NV: Expressed frustration and view that they have urgent matters to discussed. Expressed view that “nothing is</p>	<p>IL</p>

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p>being done” to make evacuation and batteries a priority.</p> <p>ALR: Advised on programs around mobility storage and scooter charging points.</p> <p>NV: Advised that residents of their block haven’t seen the fire safety assessment by fire service.</p> <p>ALR: Advised they will make inquiry and get back to Nigel on details of report.</p>	ALR
<b>3</b>	<p><b>Bathroom replacement programme</b></p> <p>K: Advised they have recently had the bathroom installed as shown in presentation, but they haven’t had the shower finalised for quite some time.</p> <p>SD: Advised it will be investigated and details will be taken away.</p> <p>K: Advised that smaller extraction fan has been installed.</p> <p>SD: Advised that they are smaller but more efficient.</p> <p>K: Advised that isn’t what has been installed.</p> <p>SD: Advised they will investigate this and contact them directly.</p> <p>NV: Asked if new bathroom installation means new water installation.</p> <p>SD: Advised that this isn’t the case but that Gilton House is an ideal block for new hot water installation.</p> <p>NV: Asked if new green party councillors will change how installations are run.</p> <p>ALR: Advised they can’t answer that.</p> <p>J: Asked if having a shower rather than a bath would be a more sensible permanent option long-term.</p>	<p>SD</p> <p>SD</p>

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p>SD: Advised that some residents will have different preferences.</p> <p>CE: asked if this is for leaseholders or tenants only.</p> <p>IL: Advised this is just for tenants.</p> <p>CE: Advised they had a leak a few months ago and expressed a belief that they are getting a worse deal when paying for services as leaseholders.</p> <p>ALR: Advised the leaseholder forum would be more suitable and advised on some other leaseholder initiatives.</p> <p>C: Advised on their 15 year old boiler having problems.</p> <p>SD: Advised on programme to replace boilers but can't guarantee every single boiler will be changed.</p> <p>C: Asked if plan for new rewiring is in place.</p> <p>ALR: Advised will be taken away.</p> <p>TDLR: Advised that leaseholders would have been made aware of what is in their contract when taking on the lease.</p> <p>NV: Wished to congratulate BCC for heater installation programme which worked very well for them.</p>	ALR
4	<p>NV: Asked if the buildings listed are having cladding replaced.</p> <p>AG: Went through each and described the job being carried out.</p> <p>NV: Asked how many buildings listed had their cladding removed over winter months.</p> <p>AG: Advised they don't have that information but gave example of one building which started in summer months.</p>	

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
	<p>NV: Advised that their question is in relation to compensation scheme.</p> <p>AG: Advised they can get this information.</p> <p>ALR: Advised that final list is being finalised for the goodwill payment scheme Nigel mentioned.</p> <p>PR: Asked how this work interacted with other works.</p> <p>ALR: Advised they can get a manager in to look at this programme of low rises in a future meeting.</p> <p>CE: Asked for clarification on where the current programme is in terms of progress.</p> <p>ALR: Advised will come back with information.</p> <p>NV: Suggested that element of timing should be criteria for contractor selection. Advised on problems of timing of cladding removal over winter.</p> <p>AG: Explained various issues that resulted in delay to cladding programme.</p> <p>C: Asked about a low rise programme as they can see low level buildings with blocked gutters.</p> <p>ALR: Advised they will get an update from relevant manager for low rise blocks as previously mentioned.</p> <p>TDLR: Asked about district heating being installed in Bedminster. Asked if the person who decided to repair Barton House could be named.</p> <p>J: Asked if weed killer had been used on their block as they believe it shouldn't have been due to current environmental standards.</p> <p>ALR: Will take away.</p> <p>NV: Asked if residents can make powerpoint presentations. Expressed view that residents aren't able to lead a discussion.</p>	<p>AG</p> <p>ALR</p> <p>ALR</p> <p>ALR</p> <p>ALR</p>

<b>Agenda Item</b>	<b>Discussion Points/ Outcomes &amp; Actions</b>	<b>Actions</b>
<b>5</b>	<p><b>Future items</b></p> <p>NV: Expressed desire for a review of planning of installation of cladding removal and reinstallation. Expressed belief that the program has gone wrong.</p> <p>MA: Advised this has been noted.</p> <p>NV: Raised issue of council pro-actively providing information – such as FRAs – to tenants.</p> <p>MA: Advised this will be raised with building safety team and agreed. Reminded NV that their teams are regularly audited by regulated, but still they agreed on being more proactive.</p> <p>IL: Advised on memberships for panels open to everybody.</p> <p>TDLR: Asked if it is open to everybody as they were denied a place on panel as they are a leaseholder.</p> <p>DM: Advised this new panel is open to everyone.</p> <p>B: Asked how often new panel will meet and details.</p> <p>IL: Advised that eventually it would be for those in high rises but initially to shape the group it is open to everyone.</p> <p>B &amp; NV asked to be put down for membership of panel.</p>	
<b>6</b>	<p><b>AOB</b></p> <p>Date of next meeting 25 July 2024 and close</p> <p>Please book here  <a href="https://www.eventbrite.co.uk/e/740107881597?aff=oddtcreator">https://www.eventbrite.co.uk/e/740107881597?aff=oddtcreator</a></p> <p><b>End of Meeting.</b></p>	