



Repairs & Maintenance Service User Group

MINUTES

Meeting	Date	Time	Location
Repairs & Maintenance SUG	25/07/2024	10:00	Zoom
Attendees			
Residents	Councillors		Staff
Abdullhakim Sahal (AS) Boycee (B) Carrie Martin (CM) Chris Evans (CE) Keith Kerry Bailes (KB) Micha Nigel Varley (NV) Tim De La Rew (TDLR) Karen Richards (KR)			Simon Rowland Alessandra Dale-Johnson Claire Matthews Henry Murray Ilona Marciniak
Apologies		Minutes	
		Henry Murray	

Agenda items

1. Welcome and Housekeeping
2. Actions from previous meeting
3. Safety (fire risk assessments) – Claire Matthews & Alessandra Dale-Johnson
4. Voids update – Simon Rowland
5. Agree items for forward plan
6. AOB
7. Date of next meeting 26th September

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

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	Introduction to today's speakers	
2	<p>Safety (fire risk assessments) – Claire Matthews & Alessandra Dale-Johnson</p> <p>Presentation on fire risk assessment (FRA) programme, going over timescales and a general snapshot.</p> <p>CE: Made comment that expressed suspicion of the requirement for freedom information requests.</p> <p>NV: Expressed concern with the gap between problems revealed in FRAs and those problems being fixed.</p> <p>CM: Advised that this had been addressed by head of service in a previous meeting. Advised that the risks are the responsibility of the council.</p> <p>NV: Expressed opinion that council has a duty to actively notify residents when risks have been revealed. Expressed belief that council is ignoring their points on risk.</p> <p>CM: Advised the council accepts the risks.</p> <p>CE: Expressed belief that it is the residents that carry the risks not the council. Raised lithium-ion battery and dogs in corridors as in previous meetings.</p> <p>IL: Advised the council cannot address the issue of dogs as it is currently with the ombudsman.</p> <p>PR: Raised point about council being responsible but asked who personally takes on responsibility. Expressed opinion that responsibility is often left with someone who is no longer employed.</p> <p>CM: Advised on order pertaining to responsibility in new fire safety regulations.</p> <p>PR: Expressed belief that this is another example of passing the buck.</p>	

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	<p>CM: Expressed agreement with NV and PR.</p> <p>NV: Expressed belief that council is not taking new fire safety regulations seriously enough. Again, emphatically expressed belief that council should inform tenants of fire safety risks when they are identified.</p> <p>CM: Advised that council is currently working on their resident engagement strategies and communication is being made on a block-by-block basis.</p> <p>AS: Expressed agreement with previous points. Raised issue of bugs coming in and eating their cables. Expressed desire for repairs to be made pro-actively.</p> <p>TDLR: Expressed belief that FRAs are only required on buildings set out by programme and that their building doesn't have things like fire doors. Expressed belief that they are not allowed to know about reasons behind fire. Asked why council isn't doing surveys to find out who is smoking in their flats.</p> <p>CE: Expressed disbelief that mites AS raised are isolated to their property and suggested council should be exterminating them throughout the whole building.</p> <p>TDLR: Expressed opinion that infestations should be paid by leaseholders.</p> <p>CE: Disagreed and suggested it is a council problem if it is across the building. Argued that certain parts of the building are always under the responsibility of the council.</p> <p>B: Advised AS raised "mice" not "mites". Shared metaphor that if you turn the building upside down, whatever stays in place is the responsibility of the council and whatever moves about is responsibility of the tenants. Raised issue about carpets.</p> <p>PR: Raised issue of mice and a previous issue of mice affecting faulty works.</p> <p>TDLR: Suggested taking point away for concrete</p>	

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	<p>information which is that they were told anything on the “inside” of the walls is tenant responsibility.</p> <p>SR: Agreed to take away and come back with information about what is tenant and what is council owned.</p> <p>NV: Asked if SR could agree to actively inform tenants of any new problems raised in FRAs.</p> <p>CM: Advised they will take the comment on board as they carry out the fire safety programme.</p> <p>NV: Argued that is not what they asked. Asked again if all tenants will be informed of orange or red level risks identified in FRAs.</p> <p>CM: Asked for letters to be written in plain English without jargon.</p> <p>TDLR: Advised NV to raise points in Housing Management Board.</p> <p>KB: Raised issue of fire door being missing in their home.</p> <p>SR: Advised they will come back with a response.</p>	<p>SR</p> <p>SR</p>
3	<p>Voids update – Simon Rowland</p> <p>Presentation on the data behind voids.</p> <p>B: Asked if the numbers on the page displayed are referring to number of days property is void. Expressed surprise at large numbers.</p> <p>SR: Advised that in some instances there are structural issues that take longer to turn around.</p> <p>NV: Asked if there is a data protection issue showing names on display and suggested that they shouldn't be shown.</p> <p>SR: Acknowledged points and removed names.</p> <p>CM: Advised on a void in their building that has a key left</p>	

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	<p>in the door and gave information on the address. Asked for any resolution to be fed back to them.</p> <p>SR: Advise they will investigate this. Advised on problems with communication between teams around voids leading to longer turnaround times.</p> <p>PR: Asked how many of the new properties completed after being void are given to tenants through internal exchange as opposed to new council tenants.</p> <p>SR: Advised that around 30% of voids that are turned around are exchanged internally. Advised they send a team out to look at the older property to do an interview, and potentially a list of works they would need to carry out before they move. Advised every void should be let to the same standard.</p> <p>PR: Asked for figures on new stock, and new tenants.</p> <p>SR: Advised that council is buying back stock to help with demand.</p> <p>AS: Raised issue of selling properties back to the council. Advised that price they were given was 20% lower than market price. Asked if more information can be given on why this is the case.</p> <p>SR: Advised will take away to leasehold team.</p> <p>B: Asked where money goes when void is sold off due to it being too expensive to repair.</p> <p>SR: Advised they can find out. Suggested a portion of it must go to the HRA.</p> <p>PR: Expressed belief that a portion of funds go back to central government but asked for clarification.</p> <p>IL: Advised they will get clarification.</p> <p>B: Asked about 80 days figure cited for turnaround.</p> <p>SR: Advised they might use external contractor for</p>	<p>SR</p> <p>SR</p> <p>SR</p> <p>IL</p>

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	<p>rewiring, and that a single surveyor is usually covering around fifteen voids at a time. Raised unforeseen issues that come up with voids.</p> <p>KB: Asked if council tenants are consulted when council homes are sold due to disrepair.</p> <p>SR: Advised they will take away to find out.</p> <p>NV: Expressed belief that residents aren't consulted and that a solution would be to have a union of tenants.</p> <p>PR: Expressed disagreement through metaphor that if someone is sick, they don't consult their neighbours but go to a doctor.</p>	SR
4	<p>Agreed items for forward plan</p> <p>CM: Suggested discussion about more electric charging points.</p> <p>NV: Suggested a discussion on mobility and disability access to council properties</p> <p>B: Asked about status of rewilding programme.</p> <p>IL: Advised council member has spoken to them about rewilding programme but there is now a team dedicated to it. Advised they will ask for a member to attend a future meeting.</p> <p>B: Asked for a definitive answer on solar panels on rooves.</p> <p>TDLR: Cited moratorium on solar and wind farms under the last government. Raised public charging points as a way of council making money.</p> <p>SR: Advised that the electric grid isn't ready for installations like that just yet.</p> <p>Back and forth on the electrification of Bristol as a whole.</p>	IL

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	<p>KR [via chat]: There needs to be better communication regarding repair work with sitting tenants and carers. There's a lack of communication regarding rearranged appointments, surveyors don't provide the correct information regarding work needing to be carried out, and endlessly having chase up work to be presented with the same answer that doesn't resolve the problem. Are the repair team reading of a script? Secondly, the quality of workmanship needs to be improved. A social home is people's home and it doesn't matter if you have home ownership or rent, the property quality of repairs should be to a high standard that will save BCC money long term. From my experience as a tenant the work hasn't been the best quality, cutting too many corners and focusing too much on turnover of repairs and saving money. I recently had to make a complaint that could have been resolved if the survey and the repairs team had done their job right. Not everyone has the tools to follow the complaints.</p>	
<p>5</p>	<p>AOB</p> <p>NV: Raised issue of compensation for removal and replacement of cladding at Gilton House. Expressed belief that the scheme has been dropped based on what some councillors have told them. Advised they are taking legal action.</p> <p>KR: Advised on complaints process that took 2 months to be completed without any communication from council.</p> <p>SR: Thanked Karen for their point and advised on new regulations which is centred around those problems.</p>	
<p>6</p>	<p>Date of next Repairs & Maintenance SUG 26th September. Next SUG 29th August</p>	