

MINUTES

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Service User Group	27/06/2024	18:00	Zoom
Attendees			
Residents	Councillors		Staff
Jeremy Fennell (JF) Clara McLean (CM) Karen Richards (KR) Pat Robinson (PR) Tim DLR (TDLR) Dottie North (DN) Chris Evans (CE) Nigel Varley (NV) Michael Foley (MF)			Martin Owen (MO) Jo Marchant (JM) Ilona Marciniak(IL) David Maggs (DM) Henry Murray
Apologies		Minutes	
		Henry Murray	

Agenda items

1. **Welcome and Introduction from the Chair.**
2. **“You Said We Did” - Actions from previous meeting – David Maggs**
3. **Service Development Service/Caretaking Service reporting on performance and future plans – Martin Owen**
4. **Service Updates/Forward Plans**
5. **Topic from Tenancy Services Management Team: Series on new Consumer Standards Session 3: The Safety and Quality Standard – David Maggs**
6. **Ideas for Future Meetings**
7. **AOB/Announcements**
8. **Date of Next Meeting (5.30pm Pre-Meeting 6pm Main Meeting 29.8.24)**

agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	Welcome and housekeeping	
2	<p>You said we did – David Maggs</p> <p>David Maggs gave a presentation on the actions taken since the last meeting.</p> <p>B: Asked if more detail could be provided about how many properties are being found in a state which warrants the council retrieving funds from previous tenants.</p> <p>JM: Advised that even if items are left in property that costs are recovered from previous tenants. Advised they cannot provide figures.</p> <p>NV: Raised evacuation plans for residents with mobility issues. Expressed belief that a larger meeting is needed. Expressed belief that it is a disaster waiting to happen. Expressed desire for a conference with a wide-ranging attendance.</p> <p>CE: Advised they have previously raised warnings about fire issues at Brookridge house. Raised issue of a vacant flat caused by fire.</p> <p>MO: Advised that those issues have been addressed previously and again advised on issues currently with ombudsman.</p> <p>IL: Advised that fire service will attend next meeting of the Repairs and Maintenance SUG.</p>	
3	<p>Service Development Service/Caretaking Service reporting on performance and future plans – Martin Owen</p> <p>Presentation by Martin about Housing Management and Estates team and what they do.</p>	

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	<p>B: Raised issue of poor brickwork at their block. Advised that a set of stairs is pulling away from the building.</p> <p>MO: Asked if Boycee could provide some photographs of stairs and advised a visit would be required. Asked Boycee for clarification on first issue.</p> <p>B: Explained the process of other works that took place and the mess left behind.</p> <p>MO: Asked for photographs from Boycee and advised they investigate ASAP.</p> <p>CL: Asked who can refer domestic abuse cases.</p> <p>MO: Advised anyone can refer and suggested a one-on-one call after the meeting. Advised that the resources available for domestic abuse victims are getting stronger.</p>	<p>MO</p> <p>MO</p>
4	<p>Service updates / forward plans</p> <p>DM gave short update including plans for discussion of rewilding/grounds maintenance issues which are still outstanding.</p> <p>PR: Advised on two cherry trees that are very old in front of their building. Advised that both trees have large chunks missing and parts of the trees are falling onto the carpark. Advised someone could get hurt.</p> <p>MO: Advised they will take it away and will contact appropriate team to look at the trees</p>	<p>JM</p>
5	<p>The transparency, influence and accountability standard – David Maggs</p> <p>Presentation on one of the four new consumer standards and rights that they give tenants have with new standards.</p> <p>PR: Expressed belief that because there is such a diverse range of tenants, there will be a range of what tenants want and what the council can provide.</p>	

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	<p>Suggested it would be helpful for BCC to give reasons why a particular thing cannot move forward.</p> <p>NV: Raised issue of compensation scheme for heating costs at Gilton house. Suggested that some council officers know what the reasons are behind the delays and expressed frustration with this. Suggested the only solution is to have a strong union of tenants.</p> <p>MO: Advised they don't have any info on Gilton House.</p> <p>DM: Advised that the broader point is important, when it comes to keeping tenants informed.</p> <p>MO: Agreed with importance of being honest with tenants and expressed belief that the council doesn't do this well.</p> <p>CL: Advised the standards look good but expressed belief that they are no good if they are ignored. Advised they cited standards recently with an issue and it wasn't taken seriously.</p> <p>JF: Expressed belief that the central problem remains that when something important happens the communication is not good enough. Cited recent fire incidents and that on both occasions BCC didn't follow up with residents about what happened and what steps were taken. He also cited the change of advice given to residents about fire evacuation.</p> <p>MO: Agreed with Jeremy's points. Suggested inviting building safety team to next meeting.</p> <p>NV: Suggested that that suggestion expresses a frustration they have where issues are pushed onto the next meeting.</p> <p>JM: Advised NV that they would not answer any questions that are not in their remit.</p> <p>DM: Advised on consultations coming up that will allow residents to review the new building safety engagement strategy.</p>	

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6	<p>Ideas for future meetings</p> <p>MO: Suggested building safety and building safety team be in attendance.</p> <p>DM: Asked if it should centre on communication.</p> <p>NV: Suggested on having all issues in a single conference which produces a program of fire safety. Suggested that issues are moved from meeting to meeting and expressed frustration.</p> <p>DM: Advised issues must be referred to people responsible for them.</p> <p>B: Suggested concentrating on the current suggested issues and expressed belief that they are urgent.</p> <p>DM: Asked if pre meeting was helpful.</p> <p>B: Expressed opinion that it worked well.</p> <p>Next meeting 29th August 2024.</p>	