

# Housing Management Board Agenda



**Date:** Thursday, 19 March 2020

**Time:** 6.00 pm

**Venue:** City Hall, College Green, Bristol, BS1 5TR

## **Distribution:**

### **Tenant and Leaseholder Representatives**

**Councillors:** Charlie Bolton, Nicola Bowden-Jones, Harriet Clough, Richard Eddy, Paul Goggin, Jo Sergeant and Paul Smith (Cabinet Member for Housing)

### **Appropriate Officers**

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**Date:** Wednesday, 11 March 2020



# Agenda

## 1. Welcome, Introductions and Apologies for Absence

## 2. Minutes of the Previous Meeting

To confirm as a correct record.

(Pages 4 - 7)

## 3. Public Forum

Up to 30 minutes is allowed for this item.

Any member of the public or Councillor may participate in Public Forum. The detailed arrangements for so doing are set out in the Public Information Sheet at the back of this agenda. Public Forum items should be emailed to [democratic.services@bristol.gov.uk](mailto:democratic.services@bristol.gov.uk) and please note that the following deadlines will apply in relation to this meeting:-

Questions - Written questions must be received 3 clear working days prior to the meeting. For this meeting, this means that your question(s) must be received in this office at the latest by 5 pm on Friday 13<sup>th</sup> March 2020.

Petitions and Statements - Petitions and statements must be received on the working day prior to the meeting. For this meeting this means that your submission must be received in this office at the latest by 12.00 noon on Wednesday 18<sup>th</sup> March.

**Please note, your time allocated to speak may have to be strictly limited if there are a lot of submissions. This may be as short as one minute**

## 4. Report back from Bristol Homes Board

## 5. Resident Survey Results

(Pages 8 - 9)

## 6. Moving Forward Together

(Pages 10 - 15)

## 7. Date of Next Meeting

## 8. Any Other Business





## Bristol City Council Minutes of the Housing Management Board

7 January 2020 at 6.00 pm



**Tenant/Leaseholder Representatives:** Pete Daw, Juliette Henderson, Christine Jory and Richard White, Ross Dallimore

**Chair:** Professor Alex Marsh, University of Bristol

**Councillors:** Paul Smith (Cabinet Member for Housing), Charlie Bolton and Jo Sergeant

**Officers:** Liz Cheetham (Senior Tenant Participation Officer),

Gillian Durden (Service Manager, Planned Programmes)

Corrina Haskins (Democratic Services)

Julian Higson (Director: Housing and Landlord Services) and

Sarah Spicer (Business Planning Manager, Housing and Landlord Services)

Also in attendance: Pat Donovan, Philip Morris and Stephen Newton

### 1. Welcome, Introductions and Apologies for Absence

The Chair welcomed everyone to the meeting. Apologies for absence were reported from Councillors Harriet Clough, Richard Eddy and Paul Goggin.

### 2. Minutes of the Previous Meeting

Tenant representatives requested that the minutes be circulated to them at the earliest opportunity to allow them to feedback to their Area Forum meetings.

**RESOLVED** - that the Minutes of the Housing Management Board of 8 August 2019 be confirmed as a correct record.

### 3. Public Forum

The Chair confirmed that there was no public forum statements, questions or petitions submitted in advance of the meeting.

### 4. Report back from Bristol Homes Board



Pete Daw confirmed that he had been unable to attend the previous meeting of the Bristol Homes Board (BHB) and suggested that a Deputy be appointed in the event of him not being able to attend future meetings. He confirmed that he was available to attend the next meeting on 16<sup>th</sup> January and would ask BHB to agree the principle of him sending a Deputy. It was agreed that, in the event of him not being able to attend, he would advise officers who would contact other Members of the Housing Management Board to see if they were available. Christine Jory expressed an interest in deputising, but she would be unable to do so until later this year.

In response to a question about the remit of the BHB, Cllr Smith confirmed that it brought together various representatives of the Housing Sector including the Council; developers; private landlords; Shelter; St Mungo's; Acorn; business; Bristol University to seek to influence housing outcomes in Bristol.

## 5. Fire Safety Update

The Service Manager (Planned Programmes) presented a report to update the board on fire safety in Council housing, particularly in the context of the Grenfell Tower fire and the publication of Phase 1 of the report into the events on the night. She drew attention to the following:

- Bristol City Council (BCC) owned and managed housing for 62 High Rise blocks, the definition of High Rise being 5 storeys or more;
- None of the buildings owned or managed by BCC had the same type of cladding that was on the Grenfell Tower Block and this was an important message to be communicated to tenants;
- BCC's blocks were proven to perform very well in the event of a fire.;
- The seriousness of the Grenfell fire was due to factors other than just the cladding such as quality of fire doors and BCC tenants had been reassured that their properties had good quality fire doors which had been tested independently;
- BCC worked closely with Avon Fire and Rescue Service (AF&RS) and AF&RS inspected tower blocks regularly, offering advice and support for residents;
- In relation to the recommendations of the Phase 1 report, BCC was either already carrying out the recommendations or looking at how the recommendations could be implemented;
- No issues had been raised by BCC tenants following the publication of the so far following the publication of the independent checks reports on their individual blocks;
- Phase 2 of the Grenfell Inquiry would look at the building, the cladding refurbishments and the activities that led to the fire spreading and **officers would report back to the Board on any further recommendations arising from the publication of the Phase 2 report.**

In response to questions raised by Board Members, it was reported that:

- Although there were no BCC owned properties with the same cladding as the type used on the Grenfell Tower block, there were a couple of private blocks in Bristol with this type of cladding and the private landlord/s would be required by law to ensure the safety of these buildings;



- BCC had an evacuation plan and gave residents simple instructions to follow which were displayed near lifts. In response to a comments from a tenant representative about these notices not being securely fixed, **officers undertook to look into this issue;**
- BCC did not hold fire drills as this was not recommended for tower blocks, but had experienced fires in BCC properties which had tested the agreed procedures;
- Where fires had occurred in BCC tower blocks, they had been contained in a small area and had not spread;
- Cladding was not just used for aesthetic reasons, in the case of BCC properties, it was used to provide insulation and protect the structure of the block;
- BCC did inspect stairwells for safety and **officers undertook to look into a concern about a petrol lawnmower being kept in a stairwell;**
- Residents were informed about what to do in the event of a fire via briefing meetings and newsletters and AF&RS provided additional professional advice about fire safety;
- The recommendations in the Phase 1 report were mainly related to tower blocks but some of the recommendations were relevant for all properties, e.g. smoke alarms.

## 6. Rent Standard and Regulation

The Business Planning Manager reported on the new national Rent Standard Regulation that would take effect from 2021 and drew attention to the following:

- April 2020 rents could increase by a maximum of CPI+1% (Consumer Price Index, which is a rate of inflation) following a 4 year Government mandated 1% annual rent reduction;
- Individual rents could not increase above the rent cap or above the 2020 limit;
- Landlords could apply 5% flexibility on formula rents (10% on supported housing);
- There were exclusions to the standard.

In response to questions, officers confirmed:

- A CPI+1 increase would amount to just under £3 a week rent increase for all properties;
- Tenants claiming Universal Credit or Housing Benefit would receive a corresponding increase in Housing Benefit benefits and so would not be directly affected by an increase;
- Almshouses did not apply as they were covered by different legislation;
- Income raised by rent increases could only be used in the Housing Revenue Account and as such could only be spent on activities of BCC as a landlord such as investment and repairs;
- It would be difficult for BCC to review and improve property and service standards invest in improvements and provide a good quality services without the rent increase;
- An increase in rent would allow more money to be invested to support tenants, such as investing in the Welfare Rights and Money Advice Service and investing in innovations e.g. energy efficient properties which would make housing more affordable for tenants.

Tenants expressed concern that even a £3 increase a week could impact on low earning tenants who would not have the increase offset by Housing Benefit. It was also suggested that BCC look at increasing revenue in other ways e.g. increasing laundry charges.



## 7. Estate Safety Progress Report

The Director of Housing and Landlord Services gave an update on the Estate Safety project since the previous meeting and drew attention to the following:

- There had been a further two meetings of the project;
- There was a pilot of 4 blocks 2 in the south of the city and 2 in the central area;
- There had been a number of short term actions such as introducing security patrols, improvements to lighting, pruning of trees, planting and rubbish clearance to discourage anti-social behaviour;
- The project was considering longer term options such as better security doors; CCTV; higher visibility of the Housing Service;
- In terms of next steps, the project was looking to secure better representation from other agencies.

Tenant representatives agreed that anti-social behaviour was the main concern raised by tenants and shared their personal experiences of living with this problem. It was acknowledged that it was difficult for the Council to secure an eviction but tenants agreed that action should be taken against tenants breaking the law and this may need the support of other agencies. Officer agreed that more work could be done to reach out to the third sector to help address issues associated with anti-social behaviour in housing estates.

## 8. Date of Next Meeting

It was agreed that the next meeting would be held in March before the start of the pre-election period (23 March) and Board Members would be canvassed about a suitable date.

## 9. Any Other Business

Tenant/Leaseholder representatives were advised that development training was available to them and training dates would be circulated.

Meeting ended at 7.43 pm

**CHAIR** \_\_\_\_\_





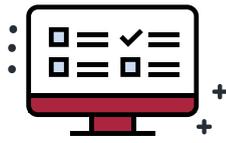
# Resident Satisfaction Survey

## How many residents participated



**732**

Residents interviewed by telephone



**2501**

Surveys were completed online

## We interviewed residents who live in...



Housing for families, singles and couples



Over 50's accommodation



Supported housing for older people

## Top three important factors



Overall quality of your home

**8.9 / 10**



Being treated fairly as a resident

**8.8 / 10**



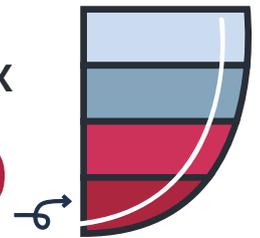
Your rent provides value for money

**8.8 / 10**

## How we scored

SATISFACTION INDEX

**69.3%**



## Residents are most satisfied with



Your rent provides value for money

**8.1 / 10**



Being treated fairly as a resident

**7.5 / 10**



Overall quality of your home

**7.3 / 10**

## Residents are least satisfied with



Our visibility within your local area

**5.3 / 10**



We listen to your views and act upon them

**6.0 / 10**



Dealing with anti-social behaviour

**6.1 / 10**

## Where the biggest gaps in our service are



**1**

Dealing with anti-social behaviour



**2**

We listen to your views and act upon them



**3**

Our visibility within your local area

## Top three customer service requirements



**1**

We listen to your views and act upon them



**2**

Being treated fairly as a resident



**3**

Staff keeping their promises and commitments

## Where do residents give high scores?

### Your rent provides value for money



"I have always found them very helpful. The rent where I am is reasonable and as a tenant there is opportunity for me to put forward requests and complaints."

CUSTOMER

**8.1 / 10**

### Being treated fairly as a resident



"I have been a tenant of Bristol City Council a number of years and find all staff very efficient whenever I have had any dealings with them. My building is kept very clean and tidy and I am happy to live in this block"

CUSTOMER

**7.5 / 10**

## Where the biggest gaps in our service are:

### Dealing with anti-social behaviour



"Anti-social behaviour has been a problem here for the last few years, and there doesn't seem to be much being done about it. The area in general has gone downhill over these past few years. People have had their cars broken into and some of the residents here behave as though they have no respect for the local area."

CUSTOMER

**6.1 / 10**

### We listen to your views & act upon them



"I am 75 and am about to retire from work. I spoke to BCC who said they would get someone to ring me, someone who can help me deal with my finances and benefits. The person was supposed to call me but they kept calling during working hours, I missed the calls and have been told they will not call me again."

CUSTOMER

**6.0 / 10**

## Why are customers likely to recommend BCC H&L Services?

"The rents are reasonable and the repairs are very good. The staff and contractors are friendly and helpful."

"I would be very likely to recommend BCC because over the many years we've been tenants, we've had no problems with them or their service."

## Our priorities for improvement

The results are clear and show that our residents' top priorities for our housing services are:



Being more visible & having a local presence



Listening to what residents say



Making it easier to contact us



Keeping our promises



Tackling crime & anti-social behaviour



Improving the security & appearance of our homes/estates

Moving Forward Together - From January 2020 we'll be working together with residents and colleagues across the council to "co-design" new ways to deliver housing services Page 9



**Bristol City Council**  
**Moving Forward Together Programme**  
Housing Management Board 19<sup>th</sup> March



# Moving Forward Together

World class housing services delivering what residents want

## Why?

We don't deliver all services effectively enough

Need to rebuild relationship with residents

Tackle poor culture and equality/diversity issues

Need to be efficient and fit for the future – make the most of our resources



- *Resident satisfaction 69%*
- *Employee Satisfaction 65%*



# Our residents priorities



**Local**  
 Page 12  
 Being more visible and having a local presence

**Listen**  
 Listening to what residents say

**Easy**  
 Making it easier to contact us

**Trust**  
 Keeping our promises

**Safety**  
 Tackling crime and anti-social behaviour (our residents feel safe)

**Security**  
 Improving the security and appearance of our homes and estates

We have used these priorities to build a programme of change that delivers a service that residents want

We need to make some fundamental change in 12 months so we need to work at pace



# *Moving Forward Together*

World class housing services delivering what residents want

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Outcomes    The services we provide meet our residents' priorities

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We're meeting customer priorities in the most efficient and cost effective way

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Our employees are happy and represent the diverse population of the city

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We contribute effectively to corporate priorities and the One City Plan

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# Creating a vision...*local, responsible empowered*

***We will do what matters most.....***

We will be visible and easy to access. We will listen and keep our promises. Your home will be secure and your neighbourhood will be safe

***In the way that  
matters most:***  
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Designing services from a resident's point of view

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That are locally delivered and visible

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Giving back accountability and decision making to residents and employees

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Rebuilding trust and relationships – diverse and inclusive

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Removing barriers to working effectively

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# What we are doing.....

