

Housing management board rolling actions log



Matters arising from 4 October 2023 meeting

	Matters Arising	Follow up actions	Response
Representative for housing scrutiny panel	Alex Marsh confirmed that, following a nomination from the Housing Scrutiny Panel, Tim De La Rew had previously replaced Peter Edwards and was sitting on the HMB as an Associate Tenant Representative.	No further action	
Homes and Communities Board	Councillor Tom Renhard confirms that this body has not met for a while and would not be meeting again until November 2023. He stated that he would ensure that Peter Daw was sent an invitation to the forthcoming meeting.	Action: Councillor Tom Renhard to ensure invitation to H and C Board sent to Peter Daw.	Update to be provided at meeting
Social Value Assessment TOMS Mechanism	Sibusiso Tshabalala advised the HMB that he had resolved this issue separately himself. He also pointed out that further assessment may be required on the breakdown of costs in this area to housing of £6 Million total.	Action: Councillor Tom Renhard in conjunction with Lesha Wilson as appropriate	See ref 4. (closed actions). A response from Goram Homes – sent to Pete Daw by email.
Fire Safety Update	Lesha Wilson advised that concerns about methods used to remove polystyrene and prevent polystyrene spread had been passed to the Project Team for action. Discussions had taken place with the contractors in relation to the fire doors to ensure safety and with the Waking Watch Team. A newsletter reporting on work in this area this was	Action: Craig Cook to provide details of the new process for circulation to HMB members	Awaiting response

	currently being finalised. It was acknowledged that the new contracts were more prescriptive and would help provide clear instructions on removing polystyrene and a monitoring process.		
Mobility Scooter	Lesha Wilson advised that the implementation of a policy was under way enabling safe use of mobility scooters in housing blocks. Feedback from the Board had been shared with the Housing Team. Concerns were noted from tenant reps about continuing delays to the establishment of charging rooms to avoid charging on landings. Councillor Renhard confirmed that a programme of safe escape route for mobility scooters in blocks had been signed off by him. However, a wide storage programme across the block was required	Action: Craig Cook acknowledged that a city wide response was required. Any information which was available would be circulated to HMB members	Awaiting response
Investments in Communal Areas, Blocks and Estates Budgets		Action: Lesha Wilson to pick up with Nigel Varley outside the meeting and resolve.	In response to resident feedback a review of environmental improvement policy is underway. The aim is to improve transparency and resident involvement. Initial consultation with EM SUG on the proposed changes. Final policy to go out to consultation in spring/summer.
City Leap – Carbon Neutral Energy for Housing Tenants		Action: Lesha Wilson to arrange for circulation to HMB members – via minutes or directly	On agenda for 28 February 2024

Damp and Mould	The resident in the incident reported by Philip Morris had been contacted and it was now resolved.	No Actions Required	
Energy Efficiency – District Heating Systems and New Builds		Action: Lesha Wilson to confirm with Sam Robinson timescale for delivery of energy efficiency for BCC properties with these heating systems	On agenda for 28 February 2024
Leaseholder Team Contact	Lesha Wilson reported that a duty team was now on call with a rota to enable direct contact to the team. This should improve the situation.	Action: Lesha Wilson/Fiona Lester to pick up on feedback via Ben Hanrath.	Within the Home Ownership team there is a separate Duty team for Right to Buy applications and for Leasehold Management. Calls are directed via the and the Home Ownership Managers meet with the CSC quarterly to provide training and updates.

Open actions

Ref	Date of meeting	Agenda Item / Item raised	Action points from meeting and Resident voice / influence	Response	Open /closed	Est. date for closure
10	10 July 2023	Matters arising - Fire safety update	(a) Methods Used to remove Polystyrene to reduce the Polyesterene Spread – Lesha Wilson to ensure lessons learnt (b) Fire Marshals and Fire Doors – (i) Alison Napper to discuss with the person operating the Waking Watch Contract and include in the newsletter for all residents of High Rise Blocs to stress the importance of this (ii) Situation noted re people with mobility scooters who feel they need to do so to travel outside of housing blocks safely – Donald Graham to report back to the HMB – he advised that there are arrangements in place to make people aware of the danger of lithium batteries to avoid fires, work on a joint fire communications strategy with the Fire Service and develop a programme to create more storage across blocks)	Response (a) : Feedback provided to repairs and maintenance teams. (b) see action point 5 – resolved (bii)	Item a closed Item b closed Item bii open	
12	10 July 2023	Agenda Item 6 – Energy Efficiency	District Heating Systems and New Builds – Sam Robinson to report back on progress for energy efficiency for BCC properties with these heating systems	Item on agenda 28 February	Open	
13	10 July 2023	Agenda Item 5 – CCTV Update	Provision of Mobile CCTV Cameras – Fiona Lester to investigate.	HMB to decide whether this item remains a priority or if it can now be closed	Open	

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14	04 October 2023	<u>Agenda Item 4 – Building safety update and Developing a Building Safety Engagement Strategy</u>	<p>Annual Assessment of Repairs and Actioning of Works: Following the new legal requirements under the Building Safety Act, Craig Cook advised that the team was working to ensure the service was more data led and visible. All repairs would be assessed annually and repairs would be managed and actioned. He would ensure all works were properly followed up and actioned Action a): Craig Cook to investigate</p> <p>Reassurance of Testing on Building Structure: Structural surveys will safety levels Action b): Craig Cook to provide more details</p> <p>Evacuation Plans – Wheelchairs: Details of plans were available recording areas of vulnerability where put forward by residents Action c): Craig Cook to provide</p> <p>Pin Point Fire Safety Point Assessment – Action d): Leshia Wilson to assess possibility of using Pin Point to identify the specific location of fire safety blocks.</p> <p>Respectful Treatment of Residents – Nigel Varley raised concerns about the recent treatment of residents in a meeting with Bristol City council officers. He stressed the need to ensure they were treated with respect. Action e): Donald Graham and</p>	<p>Awaiting responses</p> <p>Awaiting responses for actions 14 a - f</p> <p>14d)LW requires more information to clarify the request</p>		

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			<p>Councillor Tom Renhard to discuss separately with Nigel Varley and respond as required</p> <p>Cladding Removal in Northfield House – Philip Morris raised concerns that meetings with residents about cladding removal were taking place in the afternoon which did not allow residents who worked to attend.</p> <p>Action f): Donald Graham to ensure contractors arrange meetings at other times (including weekends and evenings). It was also clarified that there will be door to door consultation once projects have commenced.</p> <p>Action g): Lesha Wilson welcomes comments by e-mail from HMB members. Any questions from HMB will be sent to the survey provider. Closed</p>			
15	04 October 2023	<u>Agenda Item 5 – HRA Business Plan – Consulting the Board on HRA Priorities for 2024/25</u>	<p>Tom Renhard indicated that he was happy to discuss with Pete Daw any ideas he had for ensuring higher aspirations and earlier timescales in the document.</p> <p>Action: Councillor Tom Renhard to provide visual information to HMB on affordability.</p>			

Closed actions

Ref	Date of meeting	Agenda Item/ Item raised	Resident voice and action points	Response	Open/closed	Est date for closure
3	23 January 2023	Homes and Community Board Meetings	Peter Daw advised that he had still not received any communication about his attendance at these meetings. ACTION: Councillor Tom Renhard to pursue	Draft response from TR: At the next meeting there will be a formal vote to appoint the representative for the next 12 months. Some time in November. Response tabled at 4 October meeting	Closed	
5	23 January 2023	Fire Marshals and Fire Doors	Sarah Spicer advised that, since Alison Napper had been out of the office recently, she had been unable to pursue this matter. However, an update would be brought to the next meeting. Action: Sarah Spicer/Alison Napper	Response: Triton's induction training includes instructions on what to do in relation to fire doors (keep closed and report faults). Since the HMB meeting Triton and Kingdom have been instructed to carry out tool box talks across all blocks during supervisor visits over the next couple of weeks and BCC will check that this has been actioned. HMB updated on 4/10/23 under matters arising.	Closed	
10b	10 July 2023	Matters arising - Environmental Neighbourhood and Improvement Budgets	Allison Scott to e-mail Peter Daw directly re investigation of the removal of furniture in the tenant block he occupies	Confirmed - email sent to Mr Daw	closed	
11	10 July 2023	Agenda Item 4 – Damp and Mould	Number (x) Berrycroft – Black Mould reported but only painted over. Fan is on constantly as it is almost permanently damp – <u>Alison Napper to investigate</u> Link from BCC Webpage to report damp and mould to be included in the Minutes – Jeremy Livitt (link provided by Liz Cheetham) completed	Response provided to Mr Morris by email	Closed	

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14	10 July 2023	Agenda Item 7 – Resident satisfaction Survey Results	Item moved to next agenda – Lesha Wilson to add to agenda for next meeting – Wednesday 4 th October 2023.	Annual report to tenants provided - for information	closed	
15	10 July 2023	Agenda Item 8 – Any Other Business	Leasehold Team – Tim De La Rew’s concerns about this team being very difficult to contact (possibly because of recent major transformational change) were noted. Fiona Lester to discuss with the manager.	Leaseholders can now contact the leasehold team directly. Duty team in place to respond to calls.	closed	
7	19 April 2023	Environmental and Neighbourhood Improvement Budgets - Alison Scott	<p>In response to members’ questions, Allison Scott made the following comments:</p> <ul style="list-style-type: none"> • She stated that funding had not yet run out. She would investigate progress on Gilton House’s request for funding and advise Nigel Varley on progress with the consultation. She pointed out that anyone without access to a Housing Officer could still use the online form. However, community rooms were not within the remit of the scheme. <p>Action: Allison Scott to advise the residents of Gilton House of progress and to investigate how funding for community rooms is provided.</p> <ul style="list-style-type: none"> • Whilst the successful use of the EIB was noted in funding works for the garden for one of the housing blocks, it was also noted that no benches had been provided. 		Closed	

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			<p>Action: Phillip Morris is invited to complete an online form request for benches and submit to Alison Scott</p> <ul style="list-style-type: none"> Allison Scott's work in acting as a trustee on a separate matter was noted <p>Action: Alison Scott to investigate the removal of furniture in one of the tenant blocks occupied by Peter Daw</p> <ul style="list-style-type: none"> The difficulties were noted for residents in Peter Daw's block following the construction of a fence which cut off Westbury-on-Trym village from Southmead and made it impassable for people with walkers and wheelchairs <p>Action: Alison Scott to investigate</p> <p>Action: Statue with Jagged Points at Ludlow Close that could be dangerous for children – Alison Scott to investigate and report back to Councillor Kerry Bailes</p>			
4	23 January 2023	Social Value Assessment TOMS mechanism	<p>Sarah Spicer stated that, since Councillor Renhard was not present, she would pursue this matter with him after the meeting and report back to HMB members as required</p> <p>ACTION: Sarah Spicer/Councillor Tom Renhard</p>	<p>Response from Steve Baker: Goram Homes has established a suite of TOMS which reflect our business. When we reviewed the TOMS with the Social Value Portal that are used by the Council, some were not suitable for Goram Homes as a commercial company in the development sector. We therefore excluded some measures and included some from the national real estate suite of TOMS, which the Social Value Portal felt were a much better fit for our business.</p>	Closed	

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				Send by email to PD		
2	23 January 2023	Fire Safety Update - Impact of Smoke Spreading Through Vents	<p>Nigel Varley confirmed that this issue had been investigated and would not be an issue since the mechanism closes with heat. An engineer and been sent out twice to confirm this and had explained the process. However, there remained problems with the amount of polystyrene spread during the replacement of cladding at Gilton House which needed to be reviewed.</p> <p>Despite previous assurances that this was safe, following Grenfell Fire, large amounts of further expenditure had been required to ensure safety. An explanation for the reason for this was required. In addition, it had been very cold for residents who had to increase their heating during these works.</p> <p>Peter Daw referred to the Building Research establishment's assessment and the implications of it in relation to this issue.</p> <p>Sarah Spicer confirmed that officers and the contractors have recently reviewed the methods used to remove the polystyrene in order to reduce the polystyrene spread.</p> <p>Action: Sarah Spicer to note and make sure lessons learnt as required</p>		Closed	
1	23 January 2023		Damp and Mould – It was noted that, following a recent e-mail from Democratic Services, this item had been withdrawn but would be submitted to the next meeting.		Closed	

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			Action: Craig Cook/Laura Pilkington			
6	19 April 2023	Update on the Investment in Communal Areas, Blocks and Estates Budget – Sarah Spicer	<p>In response to members' questions, she made the following points:</p> <ul style="list-style-type: none"> • Details were noted of the suggestion by Phillip Morris to use £327,500 to set up control rooms in flats with existing CCTV's to further discourage vandalism and crime. <p>Action: Sarah Spicer Lesha Wilson to share this request with Fiona Lester</p> <ul style="list-style-type: none"> • Any CCTV control rooms should not be provided if it resulted in increased service charges <p>Action: Sarah Spicer Fiona Lester to investigate whether a new request was required by the residents of Nigel Varley's block for the door entry recording or whether this could be automatically provided</p>	<p>There was an acknowledgment (at the meeting) of the disagreement between HMB members concerning the <i>usefulness</i> of CCTV control rooms as opposed to <i>general maintenance</i> and improvement of CCTV together with improved street lighting.</p>	Closed	
8	19 April 2023	Any Other Business	<p>City Leap – Carbon Neutral Energy for Housing Tenants. Despite a very good piece of work by Councillor Kye Dudd on the key issues involved in BCC's transition from gas/hot water to carbon neutral energy. There was not yet any plan for tenants on how to address the concerns for remission of fuel poverty. Whilst some homes had been promised voltaic energy, this had not happened yet. Clarification from BCC was required for 27,000 homes that it was responsible for.</p>	<p>Increasing deployment of solar PV on existing homes is a key part of our overall Energy Efficiency Strategy, which is due to be published in the early part of 2024.</p> <p>We will look to invest more money in energy efficiency measures such as insulation and solar PV, in line with our corporate commitment for all BCC homes to reach EPC C or better by 2030.</p>	Closed	

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			<p>ACTION: Sarah Spicer Alison Napper to investigate and report back</p> <p>Northfield Resident - One resident who suffered from COPD was living in very difficult conditions during some works in her flat to remove plaster from the walls.</p> <p>Action: Sarah Spicer Craig Cook to raise this issue with the appropriate team.</p>	<p>With over 10,000 roofs thought to be suitable for rooftop solar panels, it's vital that we prioritise homes with the poorest energy performance where the risk of fuel poverty is greatest.</p> <p>Craig Cook has made contact with the resident and taken action to resolve</p>	Closed	
9	10 July 2023	Matters arising - City Leap	Carbon Neutral Energy for Housing Tenants Clarification from BCC for 27,000 tenants it is responsible for – Leshia Wilson to investigate and report back to HMB		Closed	
17	04 October 2023	Agenda Item 7 – Annual Report to Tenants	Leshia Wilson advised that the information for 2022/23 was now available online, including performance levels and tenant satisfaction. Action: Leshia Wilson to include a link to this document in the minutes, Jeremy Livitt to add	Link provided in minutes of October meeting	Closed	
18	04 October 2023	Agenda Item 9 – Date of Next Meeting – February 2023	Action: Leshia Wilson to circulate a proposed date to HMB members in due course.	Next meeting 28 February 2024	Closed	
16	04 October 2023	Agenda Item 6 – A Review of the Housing Management Board	The HMB was advised of the three key options set out in the report: Option A – Recruiting Resident Representatives from the lower bodies of the structure such as service user groups, Option B – City Wide	Comments received by email – follow up to HMB at February meeting	Closed	

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			<p>Recruitment and Selection Process, Option C – A combination of both A and B.</p> <p>The proposals also included proposed changes to the Terms of Reference to include the co-option of local organisations who work with residents on a regular basis and who area dealing with their client base.</p> <p>Action: Residents to e-mail any comments and suggestions on the proposals to Lesha Wilson by the end of November 2023 – Lesha Wilson to provide her e-mail address to HMB members</p>			
		Disposal of Furniture	Pete Daw had not received anything yet from Alison Scott but will pursue it as an open action.	Action: Alison Scott/Lesha Wilson to take any necessary action See ref 10b (closed actions) – Alison Scott confirmed by email that an officer in her team has responded to Mr Daw.	Closed	