

What: LBL BST Resident Panel meeting

Date: 02/05/2024

Meeting start: 18:00

Meeting Close: 19:30

Agenda:

Welcome and Introductions
Introduction of Gillian Douglas
Residents' introduction to Gillian / QA
Results of Resident Engagement Strategy consultation
Next Steps
AOB

Present:

Violet Brown

Annalisa Ewan

Charles Richards

Jon Davis

Gary Beaupierre

Wonde Mosie

Apologies:

N/A

Special attendee:

Gillian Douglas, Director for Housing within LBL

CR – opened the meeting by thanking everyone in attendance for attending. An opportunity was afforded all present to provide an introduction and the HRB that they reside within, but as GD was only able to stay for the first 30 minutes or so, the decision was taken to give GD the opportunity to introduce herself, provide some background surrounding her previous placements and her future expectations surrounding the directorate that GD oversees.

GD – also spoke about her thoughts and feelings towards the Building Safety team and her appreciation for the efforts of the team to keep residents safe in their homes, specifically from a building safety perspective. Reference also made to other council departments and the important role that they play regarding building safety. Reference also made to the Resident Engagement survey, which was recently closed, and GD thanked the Panel for completing the survey. BS Act 2020 also touched upon briefly and the annual report that will be released in due course. At the end GD's talk, she then opened the floor to question from the panel.

VB – provided an introduction, which HRB she resides within and then went onto share some of the incidents that she and others in the block are having to contend with. Rough sleepers, drug taking activities, break-in's, ASB, less than reliable services such as care taking and unreliable lifts that tend to break down regularly. VB was keen to hear how GD would seek to resolve the issues articulated by VB.

GD – noted the points that VB spoke about, and GD advised that she'd liaise with her team to let them know of the issues with a view to them taking action. GD asked CR if he would investigate the issues further and update GD and one other in the council.

CR – advised that we met VB at one of the webinars that we delivered as part survey that was recently closed. He further advised that a visit was undertaken to VB's address and that he had noted all of the issues that were shared with him. CR agreed to share via email the information captured during the home visit to GD, JR, and the newly appointed head of repairs.

VB – also spoke about the lack of hygiene in her block and why is there no visible sign of the Caretakers interventions.

GB – asked based on what VB spoke about if there are any plans to introduce concierges for blocks in scope for the building safety team.

GD – advised that this is unlikely due to cost implications and other considerations. Only some of our sheltered schemes have on site presence built in.

VB – spoke about her security door in her block and that strangers are able to gain access to the building because it is not secure. Spoke about a party which happened recently in the block which was arranged by people who do not live in the block. Lots of ASB.

AE – advised that if there was more of a visible presence on estates by the council, some of the activities that have been spoken about may not happen. Prevention being better than the cure.

JD – spoke about the Resident Engagement strategy and how important it is for us to work collaboratively with our service users to ensure we all achieve the types of outcomes that we would like to see.

WM – spoke about his thoughts and feelings toward the building safety team and the work of the panel. Also, spoke very positively about the sprinklers that have recently been installed to his property.

CR – advised that he arranged an estate walk on two occasions. One in the Pepys estate and x2 at Dacres estate. Question was asked of GD if she would support estate walks as part of our service provision, with appropriate representation from various council departments.

GD – confirmed that she is open to this activity on the proviso that clear objectives are set out prior to any estate walks taking place.

VB – advised that there are a number of vulnerable and elderly tenants in the block that she checks on. Asked if there is more the council can do to address this issue?

CR – confirmed that Housing Officers have a role to play regarding engaging with our vulnerable tenants and where appropriate referring to our safeguarding team.

GD – left the meeting, but not before stating that she would like to attend another RP in the near future.

AE – asked if it is possible to have contact numbers for the following.

- **ASB**
- **Repairs**
- **Environmental services**

CR – asked at this point if anyone in attendance was familiar with the generic number for the council. Despite a number of telephone numbers being provided, no one knew the number.

JD – asked CR to make useful numbers available to our residents by displaying the council's switchboard number into the building safety notice boards which are in all 55 blocks in scope for the building safety team.

RF – asked about the interface / relationship between Building Safety and Highways. Referenced was made to a small piece of land near her block that has no restrictions from a parking perspective in place. Due to this fact, people do park in the space, but this negatively impacts emergency vehicles gaining access in an emergency.

JD – confirmed that this is something that our team would pick up and pass to the fire safety team for them to investigate.

RF – advised that there are no hatched lines in place, or if there is, the lines have faded.

ACTION: CR to email RF to request a bit more information before any information is shared with the Fire Safety team.

VB – asked about the exit routes for her block as there is only one staircase.

JD – set about educating VB surrounding the measures that are in place to keep residents safe in their homes for a set period of time. Moreover, JD advised that we are moving toward a position where we intend to introduce Fire Safety in the Homes training, which will be delivered by the designated Building Safety Manager and a member of the Fire Safety Team. Watch this space. Reference was then made to the Building Safety team survey and

the results we got in from tenants and leaseholders. We touched on how we constructed the questions and some of the questions we received which included why cant we share information in 10 days rather than 20. The strategy is currently with the designers and we anticipate releasing the new strategy in the coming week. Reference was also made to the response rate we received, which was roughly around the 10% mark.

CR – spoke about the qualitative responses he analysed and shared some of the statements made, which included our people asking for more building safety information. Not less.

RF – asked about what can be done to upskill residents surrounding steps that should take to keep safe in their homes.

CR – advised that we have piloted something called Basic Intro to Fire Safety in the Home. Delivered by Building Safety Managers. A decision will be taken by JD as the Hd of Building Safety as to when this training will be made available again. Moreover, CR advised that he continues to look at venues around the borough that we could use for in person meetings as it has been expressed that the panel prefers in person mtgs.

AE - **asked** if we could have the meetings on days other than Thursdays.

JD – advised that we have set dates and times for the next 3 meetings. We can review this request in the coming months.

CR – asked the group were aware of JD’s new position. As they were not, he confirmed JD’s new position.

JD – reiterated what GD said earlier. We care and we want and need to hear from our residents in buildings in scope.

All members present were happy with the times on the meetings. 18:00 – 19:30. It was also confirmed that the next meeting will be an in person meeting at the Evelyn Community Centre. This needs to be confirmed with the Chair of Evelyn Tenants Association.

AOB

AE – confirmed that she would appreciate being given sometime to present a presentation surrounding neuro diverse conditions. Thank you, AE. CR to arrange.

Next meeting: 06/06/2024

Venue: Evelyn Community Centre – tbc’d

Meeting close: 19:40