



MINUTES OF THE RESIDENTS' FORUM MEETING
held on 10th September 2007 at 6.30pm
at the Leftbank Centre.

1. Present : 10 Resident Members : Staff Members :

Paul Ville (CE)
Charlie Mosse (BM)
Sarah Wilde (CSD)
Julie Sneddon-Greaves (RICO)

2. Apologies for Absence:

Action

2.1 3 apologies were received: N.O, S.R, H.W

3 Minutes of last meeting

3.1 **Bristol City Council Resource Centre** hasn't yet been used by a Solon resident, we will advertise again in the next newsletter. M.C from Rackfield House hostel in Bath has attended two training courses at the centre which he has found most useful.

3.2 **Insurance Scheme**, residents discuss the options and there were concerns about the price of FARR. A majority voted to change to MY HOME, which will now be placed in the sign up packs for new residents.

3.3 **The residents tour** was a great success, people felt they would like to do it again. Next time it was agreed residents would like to see shared ownership in Braggs Lane, Kingswood, Wood Road, Ozzleworth and old properties in Easton, possibility going out to Shepton Mallet for lunch. To include an open invitation to new Board

Members, aiming for Saturday or Friday in February but avoiding half term.

3.4 Taxis, we had a bad experience with another firm we tried for the maintenance forum who picked up residents an hour late. We are now sticking with Swiftline, before each meeting Julie faxes a list of names, addresses and phone numbers of all residents who need picking up, then phones an hour before the pick up to reinforce.

3.5 Newsletter has now been revamped, and the next meeting for the editorial panel is a working lunch on Tuesday the 20th of November from 11.00am – 2.00pm.

3.6 Key policies and procedures are now accessible on website. A.C had an idea for the website. A link to Housing Officers via emails and the areas they cover with a photo of each Housing Officer next to the link. This is being discussed at the next Housing Management meeting.

4 Election for Board Membership

Paul introduced, M.G, who spoke a few words and received unanimous support to stand for Board membership.

5 Food break

6 Resident chair

Julie asked for volunteers, we can offer training and could do a rolling programme so the responsibility is shared. M.K said she would like to give it a try.

7 Anti Social Behaviour

R.V read through the policy, point 2.3.1 in Policy – reports of Anti-Social Behaviour will be acknowledged quickly and formally either by phone or in writing (specific response times are outlined in the Anti-Social Behaviour procedures).

R.V noted that the anti social procedures weren't on the website, the Policy is, it has now been updated, to include both.

R.V was specific about people stealing electric from other people's meters, this is now being monitored.

R.V asked for the residents involved in the above incidents to be offered tenancy support.

8 Recording accidents

M.R had an accident on the resident's tour and felt someone should have noticed, the bus door hit her, this will go into the accident book.

9 What to do? When people book on events and don't turn up.

If people don't turn up once, this is understandable. After two incidents It was decided that these people won't be given priority, when places had been over subscribed, taxis and food booked and paid. A letter will be sent out to them explaining the situation.

10 Update on KLOEs

Deferred.

11 Rubbish in communal areas

12 Summer meeting

No one wanted to travel to Shepton, residents felt this added two hours to the meeting time and it was decided that a summer meeting was a bad idea as residents had a lot going on during the summer evenings. A trip to Shepton Mallet during the summer and Wells or taking it in as part of the residents tour was a better way to include Shepton Mallet into the agenda.

13 Maintenance panel

Sarah talked about setting up a Maintenance panel of residents; she will also mention this at the next Maintenance Forum. The panel would look at the standard of letting and void property letting, J.R expressed an interest, and we will keep you informed.

14 Prize Draw and Close

The One Stop Thali Café in Montpellier donated a Tiffin, which is a metal reusable Indian take away container, with a free refill worth £20. The names of people who attended the meeting were drawn from a bowl and S.G won the prize, well done and we hope you enjoyed your meal S.G.