

**Minutes of City Housing Involvement Board**  
**Thursday 28 November 2024, 16:30 p.m. -18.30 p.m.**  
**Microsoft Teams**

<b>Present: Members: Name</b>	<b>Surname</b>	<b>Housing Involvement Board</b>
Dadirai	Tsopo	Harborne LHIB
Samantha	Vaughan	Perry Barr LHIB
David	Wray	Selly Oak LHIB
Andrea	Leon	Hodge Hill LHIB
Maria	Rawlins	Erdington LHIB
Eric	Shipton	Sutton Coldfield LHIB
Arshad	Butt	Hall Green LHIB
Matthew	Fox-Redfern	Sutton Coldfield LHIB
<b>Officers</b>		
Dave	Ashmore	Director of Housing Management
Paul	Langford	Strategic Director of City Housing
Wayne	Davies	Service Director Asset Management
John	Jamieson	Head of Service Housing Management
Asha	Patel	Interim Head of Repairs
Natalie	Smith	Head of Service Housing Management
Louise	Fletcher	Senior Service Manager - Tenant Engagement
Naomi	Morris	Housing Modernisation and & Strategy Manager
Andrew	Healey	Interim Finance Business Partner
Jayne	Francis	Councillor
Colin	Hanno	Engagement Manager
Winnie	Edwards	Change Management Officer
Firoza	Loonat	Change Management Officer
Jean	Campbell	RI & TMO Support Officer
Sarah	Wong	Tenant Participation Officer
Jennifer	Carter	Tenant Participation Officer
<b>Apologies</b>		
Margaret	Ryan	Ladywood LHIB
Guy	Chaundy	Strategic & Enabling • City Housing
Collette	Bailey (unable to log into meeting)	Ladywood LHIB (deputy rep)

### 0.1 Introduction to the Meeting and Welcome

**David Wray** welcomed all to the meeting.

### 0.2 Matters Arising

**David Wray** asked has the members read the CHIB minutes?

The minutes were checked for accuracy some changes were required but approved on the basis that it will be amended.

### **0.3 Chairs Comments**

David Wray informed the members that Pat McCarten had sadly passed away during September 2024. Pat was a member of City Housing Involvement board as well as the local housing involvement Board. Pat was the chair of Hodge Hill, Local Housing Liaison Board for nearly 20 years. She was also a member of the local new forum. All the people that knew Pat recognized how dedicated she was and a passionate member of her local community and the wider housing community. Pat was one of the Performance Monitoring group members and was involved in the walkabout sessions. Pat had friends within the Council and local community, and she worked very closely with all the people that she was involved with. The activities meant involvement with both Council staff and elected members. Pat will be deeply missed; the members send their condolences to her family.

### **0.4 City Housing Update by Paul Langford**

I am aware that the board members receive regular updates from staff such as Wayne Davies on the progress that City Housing are making with the Regulator for Social Housing. I will give a summary that we are continuing to make significant progress with our regulatory and compliance duties.

The stage that City Housing were at 18 months ago were matters relating to electrical safety and asbestos. These are important compliance issues for any social housing landlord. We are taking these matters very seriously plus there are improvements still to be made. The teams are making significant progress across all the required areas. City Housing are in a significantly different position which has been recognised by the Regulator for Social Housing. The City Housing business plan will demonstrate to the government that we have in place a plan which City Housing will be able to fund. It is important that we can deliver what we need to for the residents of Birmingham. This information was well received by the Regulator.

Recently the Housing Ombudsman Annual report was published. As a social housing provider there is evidence that we are making progress. There are very old cases coming through the system which has created a backlog. The Housing Ombudsman also has a backlog of cases. There are also other housing providers who receive reports from the Housing Ombudsman. There is an impact in relation to the numbers that are coming through. The team will go through a detailed update on the Ombudsman report, during a future CHIB meeting. The report contains a number of severe administration findings. However, these are significantly less than they were in 2023. The team have now eliminated the outstanding compliance backlog. Previously there was a high number of cases in the complaints, backlog, The team are working towards a business-as-usual work stream of recent cases, regarding the

City Housing business plan and budget also the setting of rents. This is an annual process to review the business plan, which is monitored throughout the year. The information provides guidance on what City Housing can afford, during 2024 also the provision for the next five to ten years regarding delivering investment. With regards to City Housing overall financial position, we need to invest heavily in our homes and our services, we are assured by having an affordable and robust plan, which has been properly tested in previous years. BCC has a history of bringing the skills from consultants to assist in specific areas such as business planning. Currently when City Housing produce these reports, I am pleased to be able to report to the members, that, we now have one person as our own member of staff who works as an internal Business Planner. There are also other BCC officers that Birmingham can sustain and produce for itself, this is a significant step forward for us as a local authority. There are different elements that relates to the budget process, alongside all the general fund areas which is of less concern now, although they do crossover and feed in at times. These will form part of the overall budget report that will be given to Cabinet early in 2025.

The Council now has a new Managing Director Joanne Rooney who has recently been appointed to the role. She has a history of living in the Birmingham area, also knowledge of housing matters/issues. Joanne Rooney is very supportive and collaborative in relation to working with the service to support City Housing. There was a report regarding Joanne Rooney which was well received by the Corporate Leadership team.

David Wray thanked Paul Langford for his presentation.

**David Wray** asked regarding the severe administration cases which are the backlog of complaints, previously the numbers were very high, but has the numbers now been reduced?

**Paul Langford** responded the outstanding backlog of complaints. This refers to complaints that go back less than one year. The team had not replied to the resident this is referred to as cases in the backlog. The team have made good progress in providing replies to the residents.

**David Wray** stated it is good to know that the skills are being found inhouse rather than having to employ people from outside the organisation to obtain the skills required. Hopefully, this should make a big difference.

**Paul Langford** responded we need our own skills, in the department to process the business plan. The Officers who process the business plan will focus on future investments in areas such as kitchens, bathrooms also, fire doors and safety improvements for the residents. City Housing plan to deliver these services on a large scale over the next six to seven years. This will change the lives of so many

Council tenants. The teams will focus on dealing with the day-to-day issues. We have made a long-term business plan; the most important aspect will be to make improvements to our homes.

**David Wray** suggested an invite given to Joanne Rooney for a future meeting.

**Paul Langford** a meeting invite could be sent to Joanne Rooney

**Dadirai Tsopo** asked regarding the possibility of a detailed report for the CHIB members relating to the Ombudsman request for compliance issues. The members need to be informed that City Housing are making good progress in this area. The team that deals with the compliance issues requested by the Ombudsman should present an item relating to the progress that City Housing are making in relation to compliance and regulatory matters/issues. Report from City Housing also is sent to the government. The residents of Birmingham should also be included in receiving the information relating to the progress made by City housing.

With regards to the reduction of consultants employed by City Housing, to save money, and instead, to have their own consultancy skills within the Council, which will strengthen our own capacities is positive these decisions I believe should be commended.

**Paul Langford** responded Wayne Davies normally reports on Asset Management matters. The consumer standard matters can be reported on by Dave Ashmore.

**Wayne Davies** responded normally an Asset Management update is given during the CHIB meeting on a quarterly basis. As outlined in Paul Langford's report because matters progress quite quickly in the compliance department. A lot of work has been completed since the last update; it would be helpful for members to receive regular updates on progress.

## **0.5 HRA Business plan & Rent setting by Andrew Healey & Naomi Morris**

### **Overarching objectives of the HRA Business Plan**

- The 2023/24 Business Plan there was a complete refresh of the finances and strategic alignment, to meet ambitious objectives around stock investment and service delivery.
- Future iterations of the plan are therefore a review and update of this plan, to cater for known and expected changes to funding, policies and internal strategy.

### **Summary of expenditure: revenue**

- **Repairs**
- £113.2m pa (11% increase) for 2025.26 to reflect new contract costs, then CPI increases thereafter

- Six percent reduction year 4 to reflect expected stock condition improvements.
- Repairs capitalisation £2m

For full details see presentation slides

David Wray thanked Andrew Healey and Naomi Morris for their presentation.

**David Wray** asked regarding the figures for the Equal Pay and the provisions held to cover the liabilities from the Equal Pay negotiations, is there a time frame that can be provided by City Housing. Also, what actions are being taken to reduce this on a monthly and annual basis?

**Andrew Healey** responded the reason there is no figure against the Equal Pay, we need to ensure there is accounting provision. We have to make sure whatever the worst possible situation, we can fund the Equal Pay. Also, we need to prove to the Auditors funding would be possible. During the process of the negotiations which involves both working out what the liability would be for staff employed by the Housing Revenue Account (HRA). Also, to determine what the ongoing impact of any pay equalisation would be. There will be regular updates from Birmingham City Council. There are ongoing potential changes because the team has to carry out job evaluations on all BCC job roles to determine what the pay should be for the individual job roles.

**Dadirai Tsopo** asked regarding the terms used to describe social housing, BCC is working in partnership with an organisation to deliver social housing. Will this be social housing and not affordable housing? There are tenants who are not sure about the difference in the terms that are used. When a scheme is being sold is this for social housing? Does affordable housing have a different meaning? Are funds being redirected for social housing or affordable housing.

**Naomi Morris** responded in relation to the new build properties, the terms social rent and affordable rent are very different. The government definition of affordable is 80% of market rent. Social rent is much lower. BCC is making the sites for social rent a priority. Where BCC has a big site for example six hundred homes being built BCC may decide that not all the homes should be for social rent we could decide on a mixture of social rent and some properties for shared ownership. This is done to ensure the scheme is financially viable for the housebuilder, which could be BCC in partnership or a third party.

BCC is prioritising social rent because we have large numbers of people on the Housing Register. Also, large numbers of people in temporary accommodation. One reason for the challenging numbers is because in previous years, the city has

delivered too many homes which might be affordable. For example, homes that were shared ownership, or first homes. Currently the city needs homes for social rent.

**Dadirai Tsopo** stated regarding the housing register and the high numbers of people waiting to receive accommodation. City Housing should aim to reduce the numbers on the housing register. There are funds which are being saved by the HRA. The tenants hope there could be investment made, and more properties built also, improving our properties to make the homes a decent standard. The housing plan should have this as the main aim, to build more houses to reduce the numbers on the Housing Register.

**Andrew Healey** responded City Housing have an investment programme for the existing stock. Other resources available that City Housing can afford to borrow, or there are either acquisitions or if we can make savings on the HRA. There are also government grants which can be applied for. Our priority is the funding of the housing stock investment programme for the next seven years.

## **0.6 Tenancy Conditions Consultation by Natalie Smith**

### **Background and Reasons for Change**

- All tenants of the Council are required to agree to, and abide with, the Conditions of Tenancy (COT).

### **Intended Benefits**

- Revision will allow the COT to be brought up to date with changes in legislation since the current version was implemented.
- **Building Safety**
- Strengthening condition on allowing access for safety checks and inspection regime
- Health and Safety section reinforces requirement to keep areas clear, due to fire safety and stipulates items may be disposed.

### **Tenancy Succession**

- This section is updated to reflect localism act, and succession will only apply to the following.
- “Your tenancy may pass to your partner, so long as the property is your partner’s only or principal home at the time of your death. This is known as “succession.” If you yourself are a successor (for instance, because you have succeeded on the death of a previous tenant), then your partner will not have the right of succession.”

For full details see presentation slides

David Wray thanked Natalie Smith and Dave Ashmore for their presentation.

**David Wray** stated that the process relating to fraud can take a long time. As in my organization there was a case of fraud which took over two years to resolve, as a legal matter this is a long time for a BCC property. If the length of time could be reduced this would be good. When a new person arrives, we always ask if they signed for the tenancy. Consideration needs to be given to what people know within the local community. Is there a guarantee that the proposed change of tenancy conditions will take place and have been strengthened.

**Natalie Smith** responded there was a need for the conditions of tenancy to be strengthened as there were concerns relating to flexible tenancies, which caused a delay. It is important that the conditions of tenancy are revised. This is the first stage of committing to the time scales. The document has been to the Cabinet members briefing.

**Councillor Jayne Francis** stated Ward Councillors have been involved in the changes. It is important the residents understand the documents. This could cause an increased level of complaints or queries from residents. The document needs to reflect the changes in legislation also, the behavioural changes. As the consultation process progress, we need to be kept informed on how successful the process has been. Previously such documents have been unsuccessful due to for example inappropriate wording. Dave Ashmore has a planned briefing meeting to be held for Ward Councillors.

**Eric Shipton** stated that the Conditions of Tenancy have previously been tried, but BCC could not enforce the conditions. The new tenants need to be informed about the Conditions of Tenancy. I am not aware of what information is being given to new tenants, I understand new tenants are not informed where to find the gas and the water meters. This information should be given when a new tenant signs the Tenancy Agreement.

**Natalie Smith** responded there is work relating to the City Housing restructure, of which there will be more focus for Officers in localities and include working closer with the tenants. The Housing Officers are involved in new tenant welcome Tenancy meetings. Also, there are plans to review the lettings process which go through the Conditions of Tenancy. Housing Management will focus on the Housing Officers visiting residents, as the overall aim is to improve the Tenancy Conditions.



**Dadirai Tsopo** expressed concern regarding the changes being made to the Conditions of Tenancy the section which relates to succession. There are tenants who would like to take part in the consultation, due to the concern relating to the changes that will affect all tenants. Also have other Councils changed their Conditions of Tenancy in the same manner to limit succession to the tenant's partner. Dadirai gave an example of someone who is not married, the tenant has a child if the changes are implemented, the child will suddenly become homeless. I do not believe conditions should necessarily bring disadvantage to a person because they are not the tenant's partner.

The residents understand there is a need to improve the tenancy conditions. This should make matters better, but not make other people homeless. The residents understand BCC need to respond to different conditions that are within the Birmingham area, but consideration should be given to being careful there are young people who are carers, also there are vulnerable adults who live with their parents, the parent is the tenant. We do not want to put them in a position where they are suddenly made homeless after the death of their parents.

Regarding the information given by Housing Officers about the tenancy agreement when a property is let to new tenants. The new tenants of low-rise blocks need to be informed the tenant is responsible to maintain their garden. There are overgrown gardens which affects the neighbouring gardens. BCC needs to enforce this as an issue, because this can cause anti-neighbour situations or anti-social behaviour. There are elements of the Conditions of Tenancy to be reviewed again by BCC officers.

**Natalie Smith** responded Housing will continue through the consultation process. There will always be the discretionary element that can be applied in certain circumstances. The teams do not want to contribute to homelessness and put relatives of previous tenants in such a position. There is discretion set out within a further tenancy policy document which will be available to residents. Regarding the gardens there is the enforcement option. The process of engagement will allow tenants to get involved, the Housing Management team can receive tenant feedback from CHIB and other forums when developing policies.

### **0.7 Edgbaston Housing Involvement Board update by Dadirai Tsopo**

Edgbaston is a large LHIB which consists of different wards such as Batley Green, Harborne, Quinton. The groups nominated six Ward representatives from the subgroups, who meet the TPO on a regular basis to discuss, the items for the meeting agenda which are agreed. The Edgbaston LHIB hold meetings bi-monthly, which are generally attended by the local Housing Officers, representatives from



Fortem the ward Councillors from Harborne and Bartley Green. We have received presentations from representatives of agencies such as, the Green Doctor and Compassionate Communities. The walkabouts are carried out in different locations the group have identified various issues such as fly tipping, missed bin collections, overgrown gardens, parking issues, lack of lighting in areas, disrepair of communal railings and the misuse of tenant garages. Tenant Participation Officer and the board members created a wards priority plan to support with resolving the issues identified on the walkabouts.

There are Projects which have been completed which are listed below:

- painting of steps for visibility in Power Avenue
- The Hill installation of flooring to communal areas at The Hill Haley Green Road
- The Tenant Participation Officer, members of the LHIB and Birmingham City officers with other organisations organise various events across the wards. To support residents across various communities, previous events included.
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- Damp and mould sessions,
- Anti-Social behaviour week,  
Let us talk about money week, Money Advice for residents.
- Compassionate Communities gave a talk about death and dying and preparing for death.

Under the new CHIB framework, the Edgbaston group have extended the meeting time, due to the increased size of the group. The members are considering ways to streamline the way the group operates, to encourage the members to continue to engage and attend the meetings. The members are aware that things are not working, and some members are dropping out of the sessions. The review needs to ensure the group is more streamlined and find ways to make the group more efficient. We have received support from BCC officers such as Wayne Davies, Dave Ashmore, who also help us, and we get ideas. Also, thanks to Firoza and the Resident Involvement team for all the work behind the scenes. The members wish to say thank you to all for the support that has been given, not just to the Edgbaston board but to the boards across the city to make us function in the way that really helps the residents of Birmingham.

For full details see presentation

David Wray thanked **Dadirai Tsopo** for the Edgbaston LHIB update.

### **Selly Oak Local Housing Involvement Board update by David Wray**

The Selly Oak District LHIBs consists of various ward. The LHIB meetings are serviced by Sarah Wong Tenant Participation Officer (TPO) and attended by the

following BCC and Fortem officers Jayne Owen (senior service manager), Danny Kilbride (local housing manager) and Melanie Checkley a manager from Fortem. There have been other Housing Managers who previously attended the meetings.

The LHIB walkabouts around the different areas are organised and led by Sarah Wong Tenant Participation Officer. These walkabouts often highlight issues for the TPO or other agencies to deal with and try to resolve. This will reveal areas where Improvement Budget can be used to fund projects. LHIB members are abundantly engaged with the TPO on these walkabouts, to address various issues within each area.

**LHIB:** The TPO and LHIB members are actively involved to look at various projects within the local areas for improvement. Site visits and walkabouts are carried out to ensure that annual budgets are utilised. Below is a list of projects which are proceeding in this current financial year: -

- Internal decorations on 203 Brandwood park Road
- Gating project at Hardwicke Walk
- Replacement of non-slip flooring at Harrison, Plack, Wareham Houses, Priory & Longfellow Roads.
- Installing hardstanding bin area at Arm well Grove
- Slabbing at Glenavon Road
- Replacement of noticeboards within various blocks on the Druids Heath estate.

**Selly Oak District Events:** The Tenant Participation Officers, LHIB members and BCC officers are in partnership with various organisations in each area to promote awareness of tenant engagement through different events. These are: -

- Community Clean Up day
- Community Fun day
- ABS Awareness week
- Block inspection Training.
- Green Doctor Road Shows (in conjunction with Fortem)
- Talk Money Event
- Tenant Talk Event
- Regeneration workshops within Druids Heath

These events are useful to engage with a wider range of tenants. Getting involved at various levels give you an opportunity to have a say in the changes we make in the services and offers a chance to meet with new like-minded people. This can increase awareness of the tenant engagement and an increased opportunity for all tenants to have their say, and to make a difference to our Housing services.

A proposal to invite local ward Councillors to attend the LHIB meetings, to have their input and to understand, if possible, the wider problems that they face.

The overarching needs to be given meet more than once every 2 months, if things are to move forward and to make a real impact for our LHIB. Or there should be something added within the Constitution that allows a more flexible working partnership.

**Dave Ashmore** comments the team are in the process of reviewing the attendance at walkabouts also at the LHIB meetings to make sure that there is not an overwhelming representation by BCC officers. The review will consider the elements of accountability and responsibility. The team focus is on the LHIB members to engage on a regular basis. Regarding the ward Councillor/s, it is up to the local boards to determine if they should invite Councillors to attend the LHIB meetings. We aim for the meetings to be resident led and not lead by politicians or officers. The team at BCC are here to provide support to the members of the LHIB/s.

**Wayne Davies** stated we are planning to visit the LHIBs during 2025, recently I visited Perry Barr LHIB this was helpful to meet and talk to residents to find out what is going on in the local area. The outcome of the Housing Management redesign which has a locality agenda, is also about people getting to know each other's locally and for BCC to provide support to the LHIB's, this will be the way forward.

#### **0.8 Feedback from 2024 ARCH Conference by Matthew Fox (Birmingham Tenant representative for ARCH)**

##### **Consumer standards**

There are out-come based standards. The landlords deliver the outcomes.

##### **Specific expectations**

Registered social landlords working with tenants, must regularly consider ways to improve & tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aim.

##### **Hearing from tenants during inspections**

NFTMO will look for evidence that the landlord is hearing from tenants and acting on what it hears.

##### **Complaints**

Tenants make complaints about issues relating to fire doors, fire extinguishers, smoke alarms, windows falling out, windows not opening properly and material falling from roof.

For full details presentation slides

David Wray thanked Matthew Fox for his presentation.

**Wayne Davies** stated there is an emphasis by the Regulator for Social Housing on compliance particularly in high rise blocks. BCC is carrying out inspections which will identify damaged fire doors or identify which doors have not been replaced. In some blocks there have been access issues, we need to ensure the blocks have fire doors that are compliant.

**David Wray** asked regarding Birmingham being the host for an Arch conference and stated that from my memory Birmingham have previously been the host of an Arch conference.

**Matthew Fox** responded that the organisers first preference would be a local authority that has not previously hosted the conference, currently the organisers are involved in talks with Lincoln Council. Birmingham would be the reserve choice.

**Dadirai Tsopo** said thank you to Firoza Loonat for her assistance on the day of the Arch Conference.

## **0.9 Damp and Mould update by Asha Patel**

### **Damp and Mould Volumes**

- National Problem across Housing Sector
- Average increase of 34% compared to the previous year.
- Direct customer reporting and proactive stock condition survey programme

### **Positive Actions in Progress – Repairs and Housing Management**

- More targeted service with increased response times
- Implementing sensors and humidity units as part of the investment in our SHDF programme.
- Highlight properties of concern

### **Positive Actions in Progress – Long term Investment**

- Improved over one thousand homes with installations of ventilation equipment and thermal improvements.
- Ongoing monitoring of any repeat occurrence

For full details presentation slides

David Wray thanked Asha Patel for her presentation.

**David Wray** raised concerns regarding the problems experienced when reporting requests for repairs to the Contact Centre. The scripts used by the Contact Centre for repairs requests relating to damp & mould need to be reviewed. One of Holly Rise TMO tenants was informed by the contractors the issue was not damp & mould,

it was condensation. It was over twelve months before any repair work started. Another, tenant has issued a section 82 claim to BCC because of the poor conditions in the property. There is still a lot of work to understand the repair issue of what damp and mould is. The repairs contractors should visit the property when the request for repairs is made to see what the problem relates to, and not visit months later.

**Dadirai Tsopo** there are many inconsistencies we hear some positive stories, but the residents report the repair issue of damp and mould to the Contact Centre. The resident is informed to open the windows and air the room. We are in the winter season; the temperature is very cold outside of the building and there are tenants who do not have enough heating on in their home. The Contact Centre operative should be trained about the different seasonal weather conditions.

The housing teams need to engage with residents and be very clear about what damp and mould is and how it affects them. The residents do not understand they need something that works to remove the damp and mould. A neighbour in my block uses bleach in the home in an effort to clear the damp and mould, this is unhealthy, as the bleach remains in the air. There are tenants who have tried to report the damp and mould in the home to the Contact Centre but have said they cannot get through to the Contact Centre. The residents need to be informed when things have failed and to be rectified, also to acknowledging that things have gone wrong. The issue of damp and mould cases may continue to increase. The residents need to be helped, but the Contact Centre is another issue when trying to report damp and mould in the home.

**Asha Patel** responded regarding the specific examples please e-mail with the details of the residents involved. The team can listen to the calls in the Contact Centre. The staff who work in the Contact Centre will need more training; this also applies to new staff. The Contact Centre staff use a script which is designed to offer advice to the tenants. Examples of the advice given to tenants is to open the windows to ventilate the room, also not dry washing inside the home. The team have found the advice is not being delivered in the right way, the tone of messaging given by the Contact Centre staff, I can take this back to the Contact Centre. I meet with the Contact Centre monthly to discuss any issues that are being raised with me personally. The feedback from the CHIB members will be helpful.

Within housing there is still a huge problem with damp and mould in the property, the teams have got better at tackling this issue also improvements made for providing the tenants with a response. During 2025 the teams aim to reduce the backlog and achieve a positive result. The team issue leaflets and there is information on the website. From the feedback it is clear we are still not doing enough. There is a charity called Green Doctor, I went to a damp and mould session. The Green Doctor

is talking to our residents, and offering the same advice? They inform the residents that ventilation is the key. Opening windows is important part of ventilation. The Green Doctor try to get the residents to understand the impact of their actions.

**Wayne Davies** stated it is appropriate to escalate repairs situations. I have made visits to some of the blocks at Holly Rise. It is clear there is leak from the roof. There is also, damp and mould issues in the block/s. This needs to be treated as a matter of prioritisation, the feedback will enable us to determine if we need to change the order of the repairs programme.

### **Any Other Business**

**Dadirai Tsopo** asked could the gutters be included in a programme to clear them as the gutters may contribute to damp and mould.

**Asha Patel** responded the team will look into this issue.

**Samantha Vaughan** asked can a Housing Manager give clarification to the LHIB members on the meaning of warded priorities.

**Dave Ashmore** responded as a Council there are various citywide priorities. For example, safe and warm homes, which is a citywide priority. The deployment of the ward priorities will be localised. There is our tenancy management and community safety programme that would alter for different parts of the of the city. I can be contacted to discuss ward priorities in your local area.

**Eric Shipton** asked regarding the location of venues that provide warm spaces or rooms to residents.

**Louise Fletcher** in the past we had warm places across the city that was in response to the cost-of-living crisis. For example, the libraries are open. There are Community centres some are still open to offer warm rooms support. At the Sheltered Housing Schemes, there are common rooms. This has not been emphasised in 2024. There should be information on the website. There may be a list available of current venues that are open for warm room for residents to attend.

**David Wray** asked regarding Holly Rise repairs from the contractors Fortem there are jobs taken on early in 2024 which have not been completed. Holly Rise had to get the work finished and pay the bill. From the communal area, tenants have informed us the pipes are leaking onto their balconies. Other repairs such as Porch door renew needed. The tenant's phone the Contact Centre the scripts are not properly written. Also, tenants have been asking for a housing officer to visit the property. Tenants have had five or six Calls out/repairs visits from Fortem for the

same repair job. There is a damp and mould issues, the tenant has taken out a section 82 claim, BCC has now agreed to carry out the work on the flat. In the past jobs have been passed onto other people who have closed the job down as being completed. There are too many of this type of repair situations Holy Rise have not been able get any resolution from Fortem.

**Wayne Davies** responded an emergency meeting with a senior person from Fortem will need to be arranged. The examples of the none repair issues will need to be outlined. The purpose of the meeting is to request delivery deadlines from Fortem. There is also a service improvement group meeting, any evidence and information from Holly Rise can be escalated during the meeting. There is the complaints process if there are no improvements from Fortem.

**David Wray** asked regarding, how to request a local Police presence in the area. We are unable to get anyone from the Police to come and have a look around the area. I reported an incident to the Police relating to young people using handheld fireworks which were being thrown towards the windows of the block of flats.

**Louise Fletcher** responded we can contact the local Neighbourhood Policing teams to see what their availability is. It will depend on the priorities of the Police, previously there has been Police attendance at board meetings.

**Dadirai Tsopo** explained there have been Anti-Social Behaviour issues near sheltered accommodation in my area. We need consideration to be given to bringing back CCTV around sheltered schemes buildings. There are vulnerable residents who live in the sheltered schemes. The residents feel unsafe in such situations. The Police will only come out if something serious happens. As the social landlord there may be a need to be involved and hold an emergency meeting to discuss the possibility of CCTV being installed around sheltered accommodation buildings.

**Dave Ashmore** responded there has been a reduction in community policing due to reduced resources in the community safety element. The team will consider implementing CCTV where there are the highest instances of Anti-Social Behaviour. Further consideration needs to be given to sheltered provision in the city.

For a copy of the presentations please e-mail [ResidentInvolvement@birmingham.gov.uk](mailto:ResidentInvolvement@birmingham.gov.uk)

**David Wray** thanked everyone for attending the meeting.

**The next meeting of the City Housing Involvement Board will be held on:**  
**Date: Thursday, 30<sup>th</sup> January 2025: Time: 4:30pm - 6:30pm**