



Minutes of PBHA Forum

Wednesday 21st March
Clissold Hub

Present: 6 tenants
Staff names

Minutes: Gurnam Kaur (Hsg Services Manager) & Lani Parker (Participation Officer)

Agenda:

1. Participation and use of Hubs
2. Bed bugs issue
3. Hoarding policy

Participation & use of the Hubs:

Lani introduced the meeting and explained to everyone what her role is and how she can support tenants to engage in our services and use our premises.

Lani asked the group to think about what they would like to use the Hubs spaces for and what how we can improve on the spaces to encourage people to come and use them. There was a suggestion of more BBQ's in the summer – Lani will follow this up with those who are interested. Lani said the Hub could be redecorated. There was discussion about the kinds of things that used to happen in the hubs and the fact that they are having a lot of changes due to funding.

Lani mentioned the time bank which hopefully will give people opportunity to do some activities such as walking groups, as people mentioned they'd like to do these kinds of activities. The issue of lunch money for the arts workshop was raised. Tenants have signed a letter to give to Vanessa Morris. Lani said that it was not feasible to give lunch money any more unfortunately.,

Gurnam mentioned many different activities that could be done. Participants at the forum particularly talked about their garden.

Lani also brought up the idea that we have focused forums rather than open needed ones. Attendees generally were in agreement that this was a good idea.

Bed Bugs Issue:

Gurnam spoke about the issues with Bed Bugs and how serious this issues is - explained to the group that we are supporting tenants as much as possible to resolve this issues. However, it is also the tenants' responsibility to play a part in tackling this problem by following the instruction of Pest Control in clearing the flat to allow the treatment to take place. This would include bagging clothes up, clearing clutter and ensuring you are not going to each other's flats when you have a bed beg problem as this could spread the infestation. Failure to follow the instruction can led to the problem not being resolved or taking longer to resolve.

The issue of how to manage bed bugs and clutter when living alone was raised. Is there any support that could be provided to help with decluttering? In the past a cleaner has helped but now they will not come because of the bedbugs. Clear instructions from the Pest Control company were not given and it was not understood that bagged up clothes needed to be washed. Gurnam explained what the procedure was and will pass on this feedback to ensure clearer instructions are given next time.

Hoarding Policy:

Gurnam explained to the group that PBHA have developed a new Hoarding policy and that we wanted to ask our residents their opinions and views on what is in our policy and how they can contribute to it. She explained that we have a serious problem with hoarding and that this can be a big health and safety problem, a fire risk and a risk to people's health and wellbeing

Gurnam read parts of the policy out pertaining to the 3 risk categories, High, Med and Low, I also gave out some prints outs of the Clutter Image Rating scale for the group to see the levels of risk some people can put themselves in and the risk this can pose.

Gurnam explained that PBHA will support people as much as possible to support with hoarding but the tenants must take some responsibility to address the problem. PBHA support workers will support the tenants to make a plan of action, refer to external agencies to get involved to support with clearing clutter and drawing up a plan of action. Also there may be scope to hire a cleaner using their own money from the person budget allowance, for those who are in receipt of a personal budget. Tenants should engage with external agencies, if after all support is offered and refused, then PBHA will have no choice but to take further legal action where necessary enforcing tenancy action.

There were concerns about the fact that that PBHA would not clear the clutter for tenants. Gurnam explained that we do not have scope for this and our policy only allows for us to support tenants to address the hoardings and support them to manage the situation. The rest of the group agreed with what Gurnam had read out.

The meeting ended at 4.40pm