



## **Minutes of PBHA Forum**

22<sup>nd</sup> May 2018 - 1pm  
At Isledon Canteen

Present: 3 tenants  
Lani Parker  
Albert Samuelson  
Bianca Hutchinson  
Tracy Isted

Minutes: Lani Parker

Discussed three new policies in development

1. Tenant-led health and safety
2. Pest control
3. Charging policy

All three policies will go out for formal consultation.

### **1. Tenant-led health and safety**

Albert explained that the purpose of the policy is to promote independence and co-operation between a housing association and the tenants, on health and safety issues. Issues were it was discussed that there is a general issue with people leaving the front doors open and/or locking them from the inside to prevent people coming in. The doors are also sometimes broken either by tenants, ex tenants or the police. Although doors are repaired quickly there is still an issue that people do not feel safe and also have problems getting in. Tenants suggested that this should be addressed with individual tenant.

Also raised concerned that there are often people loitering who are not tenants or staff. Occasionally, it is difficult to identify who is a tenant or staff. This concern is to be addressed through discussing responsibilities with

tenants. Also there was a suggestion that all staff wear their identification badges.

Issues were also raised about fly-tipping and rubbish being left in communal areas and the gardens. It was suggested that checks are done on a more random, unannounced basis, so that tenants can get more support and guidance with rubbish and hygiene. There also may be an important point about what is available from the council in terms of disposing of large items and how to get this done. As it is the tenants' responsibility information on support needs to be clear.

There was also a discussion on pets and a reminder that the licence agreements or tenants of the majority of PBHA residents prohibits the keeping of any pets. All responsibilities of both the tenants and PBHA as a housing association are detailed in the licence agreement/tenancy. Induction process should be improved to include practical details on how to maintain the properties and where the responsibilities fall. A tenant suggested that it would be useful to have a full explanation of health and safety measures undertaken by staff at the beginning of a tenancy as part of an induction.

It was suggested that communication is improved between staff and tenants on health and safety issues which could also help prevent anti-social behaviour. This could be done through regular meetings and possibly through house meetings – a tenant suggested every 6 weeks. It may also be useful to review communications on an individual level with regards to health and safety.

## **2. Pest control**

The policy underlines where the responsibility lies for pest control (depending on the pest), and the details should be made clear to tenants, as well as what support is available.

## **3. Charging policy**

The draft policy suggests that tenants will be charged directly for any damage caused to the property rather than the housing association recouping the costs

through a rise in service charges for everybody. There was a general agreement with this principle. PBHA is aware that there are high levels of dissatisfaction with repairs at present. They are now working with different contractors and things are improving. Any feedback is welcome. PBHA would like to do tenant satisfaction surveys separate from the contractors' obligation for a signature to certify the job's completion, since this does not indicate if they are happy or not. Any information or feedback is valuable.

#### **4. General concerns**

It was raised that easy-read documents should be provided for residents as well as bigger typeface for people who have visual impairments or find it difficult to read. This issue is to be taken to management. It is necessary to clarify how to report repairs and anti-social behaviour. There was a concern over the residents and tenants not being kept informed by the changing issues. This could be done by a noticeboard. There was a wish to co-produce a review of policies and procedures between management staff and tenants.