

Questions and Answers Session Notes

Annual Residents Meeting for Bournemouth Neighbourhood

27th November 2019

Lorraine Mealings – Director of Housing

Simon Percival – Principal Surveying Manager

Seamus Doran – Tenancy Services Manager



Question	Who replied	Answer
We were sent letters saying we had asbestos in our properties recently. What are you doing about it?	SP	We check properties regularly as part of other visits to ensure that everything is in good condition. Only low risk asbestos remains in our properties and we check this annually when carrying out gas safety tests. All high-risk asbestos has been removed or falls under a monitoring programme and considered for removal during an internal refurbishment programme such as a new kitchen or bathroom.
If we have a Carbon monoxide monitor in our property why can't it be checked at the same time you come to do the gas safety checks?	SP	While private landlords do have a legal requirement to fit carbon monoxide detectors there is no similar legislation for social landlords. We fit newer more efficient boilers in our properties, they are fan-assisted which draws any fumes out of the building. These boilers are serviced on a 12-month programme. That means the risk of any carbon monoxide poisoning is very low. The risk is only high if you are burning solid fuels. If we know carbon monoxide detectors are fitted we will check them annually.
Re: Fire safety. Most tenants only have contents insurance. If they caused a fire by accident e.g. fridge freezer fire what responsibility falls to the council?	SP	All our properties are insured for re-build value. Our insurance company would take any follow up action if the tenant was at fault, but we are not aware of any case where this has happened.
Re: Climate change. What are our plans for more solar panels on council house roofs?	SP	We have installed approx. 960 PV systems. When we surveyed our properties, we did all the ones that would provide a good return; some roofs face the wrong way, some are too shady etc. The costs were offset by the feed-in tariff at the time we did them. They don't store energy and some only supply 1.5KW-enough to boil a kettle. Going forward we certainly be considering this type of technology.
Re: Energy efficient lighting. How soon will the new sensor lighting, for communal areas, be installed? Ours can be on 24 hours a day.	SP	We are installing the new more efficient lighting as existing systems come to end of life. Lighting at no scheme should be on all the time. SP to investigate.
What will the role of the Flat Block champion be? What training will they get?	SD /EG/JD	(SD) We hope they will be able to keep an eye on what is happening in the block and report back any problems to us earlier so we can react sooner. We would ask them to help communicate with others in the block and liaise

		<p>with Emma Goodwin and Eugene Wingate when there is a problem to report. Training will depend on need.</p> <p>(EG) There is a residents' Task and Finish Group working on the best way to feedback information and describe fully what the role should be.</p> <p>(JD) residents can chose to do as little or as much as they feel suits them</p>
<p>The new monitoring system for the lifts mean it seems to go up and down every hour. What about the extra wear and tear on parts and who will be paying for the electricity?</p>	SP	<p>Lifts do a lot of journeys each day. Wear and tear and extra costs due to monitoring will be negligible. Not sure it should be going every hour – SP to investigate.</p>
<p>Re: Fire safety: Why have all the fire extinguishers been taken out of communal areas?</p>	SP	<p>This was done following advice from the Fire Service. A risk assessment was carried out and it was determined that there was a greater risk from them being left where they might be vandalised or used incorrectly by untrained people than in removing them. Some are still on site in staff offices where trained members of staff can use them.</p>
<p>Re: Bins I know it's not Housing but can something be done about the bins left outside? They cause trip hazards if you can't see them clearly and they get blown over</p>	SD	<p>Highways is aware of this as it is a problem reported across the area. There are probably regulations, but the problem is how to enforce them. Possibly Flat Block Champions can help educate residents. We will look into this.</p>
<p>Re: Electricity Service charges In the senior living schemes where we live there are different blocks with Laundry rooms. If residents come over from other blocks to do their Laundry in ours how we will ensure we aren't being charged too much for our electricity use.</p>	SD	<p>Thank you for raising the question. It is something we will look at to make sure this is considered, and any potential differences taken into account. Perhaps looking at the different blocks together as one site.</p>