

Chivenor House Residents Meeting Note: 25 February 2025, 1030-12:00

Residents: Connie (35), Dave (40), , Sheila & Andrew (F39), Marie (6), Barry (30), Olive (43), 6), Karen (26) Lesley (22), , Barry (30),

Pioneer Attendance: Vik (Resident Engagement Officer – Chair & Notes), Shaun Brown (Scheme Co-ordinator), Ollie Nicholson (Contracts Manager), Jo Sheeran (Estates Team)

Partners – Cllr Ray Goodwin

	Agenda <ol style="list-style-type: none"> 1. Welcome & Introductions 2. Updates from last meeting 3. New resident issues/concerns 4. New agenda items? 5. AOB/Close Meeting 	Standard Agenda
	Issue	Action
Estates	<p>Concerns re rough sleepers accessing building and knocking on doors asking for food. No recent concerns noted – Cllr Goodwin also reported no new concerns.</p> <p>Please report concerns to Estates Team /Customer Services/Neighbourhood Officer as soon as possible on 0121 348 8100.</p>	<p>Action to be kept open for monitoring.</p> <p>Action added June 2024</p>
	<p>Jet washing of slabs; lots of cigarette butts at rear of building</p> <p>Response: Jet washing of slabs is complete for front of building, but rear of building is not complete- machinery cannot access. Estates Team to action for once weather gets better and consider a regular programme.</p>	<p><u>Keep as an action for Estates Team</u></p> <p>Action added July 2024</p>
	Fly tipping near basement area	Area being monitored via CCTV/visits
	Grit the entrance area to building	Estates team have noted to action
	Grounds Maintenance new contractor M&BG to replace existing contractor Tivoli – linked to poor performance and recent takeover.	Update at next meeting
Assets /Building Safety		
	Mobility Scooter Storage: Health and Safety Officer (Laura Hawkins) discussed in September the idea of taking out mobility scooters from building to a purpose structure in light of new	<p>Keep as an action (added Sept 2024)</p> <p>No updates this meeting; Arrange a session for Pioneer / Fire Service and Laura Hawkins to provide updates.</p>

	fire/Building Safety Regulations. Further consultation to be co-ordinated by Laura in the new year with residents on the issue.	
	Dryer and Washing machine – both reported as working -however both will be monitored by teams. Residents reminded to report repairs as soon as possible.	Keep as an action for monitoring by Assets Team Juliet - Reminder poster for not to put dog bedding in washing machine.
	Harmony Fire doors – concerns raised re Door adjustments, Doors Bells, and key holes to be completed. The issues go back to October 2024.	Action added September. Urgent update required re status of completion of works.
	Building and Fire Safety concerns to be noted at all meetings as a standing item	Keep as a standing item. Building and Fire Safety concerns to be noted at all meetings as a standing item
	Windows & Doors Programme	Procurement to begin, wanting to work on render as well as windows and doors hopeful by 2026.
	Aerials – several residents reported poor TV Coverage across floors 1-2 – please report as soon as possible to customer First	Assets team to action
Community Housing		
	Anti-social behaviour ongoing concerns raised previously- no new concerns raised. Cllr Goodwin reported on going discussions re more proactive police presence and having a more visible presence across estate.	Keep as an action/ Action Added April 2024
	Careium cords all checked and replaced	Action to be closed (COMPLETED)
	Resident reported Pioneer Group van parking and blocking access area steps at from of building. Ollie has noted concerns and will remind contractors of where to park, there is a team brief on Thursdays for Wrekin Staff	<u>New action October 2024 & to be reviewed at next meeting.</u>
Resident Engagem ent		
	Tea and Toast sessions are taking place on Monday mornings from 10-11 am	Everyone is welcome to attend

	Resident Chair for meeting – to ensure meetings are resident led and help steer agenda items	update at next meeting
	Vik reiterated commitment to help residents set up group to help co-ordinate activities and give you a greater voice. Reminder meeting flyers are posted a few days before meetings. Suggestion for bringing back Fish and Chip Friday for Spring 2025 – new owner of High St Fish and Chip shop – happy to provide at reduced rate for community groups/events	A number of residents have expressed interest and meeting to be arranged with group shortly. Keep as an ongoing action
	Suggestion for applying for funding for garden areas. Suggestion for connecting with Community Environmental Trust (CET) for partnership opportunity to support work in Garden. Vik reported CET will be attending meeting in new year.	Keep as an ongoing action.
	Digi Café drop-in support sessions taking place across a number of locations – leaflet shared	Information only
		Information only
Next Meeting	Thursday 28 March 2025 @ 1030-1130am; Tea & Coffee from 1015am Reminder – please sign in attendance sheet.	Reminder to check digital noticeboard near reception area for latest updates on community activities