

Chivenor House Residents Meeting Note: 27 March 2025, 1030-12:00

Residents: Connie (35), Sheila & Andrew (F39), Marie (6), Olive (43), Karen (26) Mark (17), , Craig (21),

Pioneer Attendance: Vik (Resident Engagement Officer – Chair & Notes), Shaun Brown (Scheme Co-ordinator), Juliet (Neighbourhood Officer) Ollie Nicholson (Contracts Manager), Irfan Mehboob – Head of Community Facilities) , Jo Sheehan (Estates Team), Carl Lewis Head of Assets Mgt) Laura Hawkins (Health and Safety Officer)

Partners – Cllr Ray Goodwin (Ward Councillor)

	Agenda	Reminders
	<ol style="list-style-type: none">1. Welcome & Introductions2. Updates from last meeting3. New resident issues/concerns4. New agenda items?5. AOB/Close Meeting/Resident Chair update	<ul style="list-style-type: none">• Reminder, please sign attendance sheet• Keep mobiles on silent if possible.• Reminder to check digital noticeboard for latest updates on community activities/building safety
	<ul style="list-style-type: none">• Laura Hawkins provided an overview of the Twinned Its portal. The Portal allows The Pioneer Group to present an “as is today” picture of their in-scope buildings, allowing residents to quickly access and review the information that should be present about their buildings, supporting their building safety cases. This includes minutes of resident meetings, risk assessments, building safety reports, health and safety reviews etc. Documents can be uploaded regularly so residents can be kept up to date on latest actions and inspections. <p>Discussion included:</p> <ul style="list-style-type: none">• Overall positive feedback and• Older residents struggling with digital technology and using devices. One suggestion was having a Twinned Its drop-in session to walk residents through the portal and answer queries.• Laura stressed if residents required hard copies of documents- they can be provided.• Vik reiterated meeting notes will continue to be printed and distributed before meetings.	<ul style="list-style-type: none">• Arrange Twinned It drop-in session during May –residents are guided through portal.• Vik keep posting out minutes and actions

	Issue	Action
Estates	<p>No recent concerns noted – Cllr Goodwin also reported some of the rough sleepers are linked to retail park- he is working to support those affected with agency support. Areas are being monitored by CCTV.</p> <p>Please report concerns to Estates Team /Customer Services/Neighbourhood Officer as soon as possible on 0121 348 8100 or if emergency (999).</p>	<p>Action to be kept open for monitoring. Action added June 2024</p>
	<p>Jet washing of slabs; lots of cigarette butts at rear of building Jo reported will be actioned – once weather improves. This includes removing moss and developing regular cleaning programme</p>	<u>Keep as an action for Estates Team</u>
	Fly tipping near basement area	Area being monitored via CCTV/visits
	Bin in Kitchenette area- covered in mould?	Bin replaced after the meeting. Close Action
	Irfan reported Grounds Maintenance new contractor M& BG started early March – on a temporary basis. It's still early days and focus will be getting to know the area and tackle key local hotspots	Keep as ongoing action
Assets /Building Safety		
	Mobility Scooter Storage: Laura and Carl reported consultants have been appointed to carry out an options appraisal - residents will be fully consulted and updates at future meetings	<p>Keep as an action (added Sept 2024)</p> <p>Updates once consultant's report complete</p>
	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
	Harmony Fire doors – concerns raised re Door adjustments, Doors Bells, and key holes to be completed. The issues go back to October 2024. Sheila	<p>Action added September.</p> <p>OLLIE TO FOLLOW UP URGENTLY</p>
	Flooding in Maries flat Marie reported she was angry and frustrated for repairs to be completed in her flat, since the flooding in July 2024.	OLLIE -URGENT ACTION TO FOLLOW UP WITH CONTRACTORS

	The constant delays were influencing her health and really stressful. The compensation process is still ongoing. Carl apologised and felt embarrassed by the delays with contractors. This was an example of not meeting the standards required.	
	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 Carl reported significant investment into building new fire doors, intratone system. He also highlighted the costs of scaffolding alone for buildings is over a million pounds for blocks – so we must plan the work to ensure economies of scale- with a focus on engaging and providing updates to residents	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	The contractors attended whilst meeting was in progress – update at next meeting
Community Housing		
	Careium cords all checked and replaced. Carl reported work in progress that company contact you as opposed to residents	Keep Action for updates.
	Resident reported large van parking outside entrance to building on a regular basis – blocking access to front of people. <ul style="list-style-type: none"> • Cllr Goodwin reported it's a public Highway, so no restrictions re parking. • Concerns raised re access for emergency vehicles or any fire incident. • However, will look at options like bollards and hatching the area -so only emergency vehicles can park 	<u>New action October 2024 & to be reviewed at next meeting following feedback from Cllr Goodwin.</u>
Resident Engagem ent		
	Tea and Toast sessions are taking place on Monday mornings from 10-11 am	Everyone is welcome to attend

	<p>Resident Chair for meeting – to ensure meetings are resident led and help steer agenda items.</p> <ul style="list-style-type: none"> • A number of expressions of interest – to be followed 	<p>update at next meeting from David Bucknall</p>
	<p>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.</p> <p>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</p>	<p>A number of residents have expressed interest and meeting to be arranged with group shortly.</p> <ul style="list-style-type: none"> • Keep as an ongoing action
	<p>Suggestion for applying for funding for garden areas and connecting with Community Environmental Trust (CET) for partnership opportunity to support work in Garden.</p> <p>Irfan reported he is working with Pioneer teams to develop small community projects /communal areas budget for quick wins by area – small budget for furniture? - update at a future meeting.</p>	<p>Keep as an ongoing action. Irfan/David met with CET to discuss.</p>
	<p>Digi Café drop-in support sessions taking place across a number of locations – leaflet shared</p>	<p>Information only</p>
	<p>Castle Vale Community Festival – Saturday 30 August – 12-7pm</p>	<p>Information only –updates nearer the time</p>
<p>Next Meeting</p>	<p>Thursday 24 April 2025 @ 1030-12:00</p> <p>Tea & Coffee from 10:15am</p>	