

Chivenor House Residents Meeting Note: 24 April 2025, 1030-12:00

Residents: Dave (40) Connie (35), Sheila & Andrew (F39), Marie (6), Karen (26) Ian (5),

Pioneer Attendance: Vik (Resident Engagement Officer – Chair & Notes), Ollie Nicholson (Contracts Manager), Jo Sheehan (Estates Team), David Bucknall (Head of Customer & Resident Engagement) Rebecca Munday (Community Housing Officer)

Apologies: Shaun Brown (Scheme Co-ordinator), Juliet (Neighbourhood Officer)

Partners – Cllr Ray Goodwin (Ward Councillor)

	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/Resident Chair update 	Reminders <ul style="list-style-type: none"> • Notes from meetings will be posted • Reminder, please sign attendance sheet • Keep mobiles on silent if possible. • Reminder to check digital noticeboard for latest updates on community activities/building safety
	Issue	Action
Estates	<p>Recent concerns noted –included tailgating at doors and non residents loitering in the area. Also as it was Easter Holidays – groups of young people on bikes near basement areas intimidating residents .</p> <p>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.</p> <p>Neighbourhood Officer to follow up ASB incidents with residents</p>
	<p>Jet washing of slabs; lots of cigarette butts at rear of building</p> <p>Jo reported will be actioned – once weather improves. This includes removing moss and developing regular cleaning programme</p>	<p><u>Keep as an action for Estates Team</u></p> <p>This is booked for next week – as warm weather expected</p>
	Fly tipping near basement area	Area being monitored via CCTV/visits
	<p>Bin shute being blocked</p> <p>Jo reported they are looking – caused by bins not being collected and large items being put down shute and blocking</p>	<p>Neighbourhood Officer to send our letter re responsibility re shutes</p> <p>Area being monitored via CCTV/visits</p>
	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	Keep as an action (added Sept 2024) Updates once consultant's report complete – work in progress
	Twinned It Portal – Building Safety information	<ul style="list-style-type: none"> • Arrange Twinned It drop-in session during May –residents are guided through portal.
	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	Action added September. OLLIE to follow up with Harmony and Compliance Team
	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.
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. • 	<u>To be followed up with Cllr Goodwin re Council options .</u> <u>NO update at meeting -still occurring on regular basis</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 Summer 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>VE Event – Thursday 8 May 12pm – co-ordinated by Sheila</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 May 29 @ 1030-12:00 Tea & Coffee from 10:15am</p>	

REMINDER TO POST NOTES 7 DAYS IN ADVANCE OF NEXT MEETING