

Neighbourhood Management Focus Group

19th February 2026 Minutes of Meeting

Attendance: Residents: Bob Ayriss (BA) - Chair, Trish Sneddon (TS), Graham Harris (GH), Pauline Harris (PH), Jon Morfitt (JM), Frank Jepson (FJ), Pauline Bartholomew (PB), Mike McKenzie (MM), Angela Burrows (AB), Terry Coker (TC)

Staff – Sarah Gallagher (SG), Sue Rickard (SR), Jamie Durban (JD) – Estates, Wayne Medforth (WM) - Estates, Nadine Gould (NG) - Housing Community Safety Team

		Action
1	<p><u>Welcome:</u></p> <p>BA welcomed everyone to the meeting.</p>	
2	<p><u>Apologies :</u></p> <p>Apologies were received from: Lesley Patching & Caroline Campbell</p>	
3	<p><u>Minutes of the last meeting:</u></p> <p>The minutes from the previous meeting were agreed as a true record.</p>	
4	<p><u>Estate Services:</u></p> <p>WM and JD attended today to discuss Estate Services with the group.</p> <p>GH & BH stated residents at Bishop House reported they had not seen their caretaker. JD confirmed their regular caretaker is currently off but assured them the scheme is being covered by another caretaker. JB stated if they have any concerns or issues to report to through to the Estate Services email.</p> <p>MM raised concerns regarding the dog waste bins not being emptied. WM explained that the bin men used to remove these but this no longer happens. If the bins are on the SEH side, then caretaking should remove these. WM to look into this.</p> <p>MM stated two benches were removed from Christchurch and moved to Delaware, but they are still waiting on a replacement bench as the bolts to those benches are still there. It was documented on the Estate Walkabout last year. SG raised concerns that replacing the bench may cause ASB due to its open location and previous ASB.</p> <p>A discussion took place and it was agreed that the bench would not be replaced and for Estates to remove the bolts from the old bench location.</p> <p>MM asked who his Tenancy Officer is as there have been changes, SG/SR to look into and let MM know.</p>	SG/SR

	<p>MM stated the Emergency Access Point gate must remain locked, but it has not been. WM stated he will make sure all staff are reminded not to park in front of the gate and if they use it to make sure it is locked after use.</p> <p>Nicholson House – Bins & Fly Tipping</p> <p>MM raised concerns around the bins near the side exit by the metal gate are blocking access. Both PB and FJ stated they were not aware of this but did raise the concern of fly tipping. WM stated if any residents do witness fly tipping to try and obtain the vehicle registration number and report to Estate Services.</p> <p>Car Park Access – Barringtons/Nicholson</p> <p>LP has been trying to obtain a car park fob for Barringtons but has been unable to.</p> <p>BA explained when the car park system was introduced, a survey was sent to Nicholson and Barringtons residents, and residents from Nicholson were also meant to receive fobs.</p> <p>BA stated he will talk to Jamie about this.</p> <p>FJ suggested creating a small subgroup to discuss this issue. SG agreed this would be beneficial. BA ask FJ to discuss with LP and let him know when everyone is available to meet.</p> <p>TS asked whether Caretaking Services and Estate Services are the same. WM confirmed they are and explained their responsibilities. SG suggested it would be helpful for residents to understand the full caretaker role. It was agreed for Estate Services to attend the next meeting in March to give a presentation on their responsibilities.</p> <p>Rubbish at Bishop House</p> <p>The residents from Bishop House stated the rubbish has not been collected for some time and rats have been seen nesting. WM to look into this and report.</p> <p>Nicholson House - Heating</p> <p>PB stated the heating at Nicholson is still an issue. BA stated he will contact Sure Serve and ask them to visit Nicholson to check the current temperature settings.</p> <p>Bishop House Wall</p> <p>GH stated the ivy was removed but they have noticed the wall is loose and nothing has been done. WM confirmed this should have been reported for repair and he will look into to see if this has been done.</p> <p>Communal Lounge & Chairs – Bishop House</p> <p>Residents at Bishop queried the communal lounge and condition of the chairs. SG stated we will ask Estates to look into and see when Bishop House is next on the programme.</p> <p>BA thanked WM and JD for attending.</p>	<p>BA</p> <p>WM</p> <p>WM</p> <p>SG</p>
5	<p><u>Vice Chair of the Group:</u></p> <p>BA suggested appointing a Vice Chair for the group, in case he is not available for any future meetings.</p> <p>TC volunteered and the group unanimously agreed for TC to become Vice Chair.</p>	
7	<p><u>ASB Update:</u></p>	

	<p>SG thanked residents who attended the ASB meeting with Anita McGinley.</p> <p>Noise App Demonstration</p> <p>NG attended the meeting and demonstrated the new updated Noise App.</p> <p>NG explained the Noise App can record any noise for 30 seconds with the possibility of increasing to 45 seconds</p>	
	<p>You can upload media and comments and recordings can be emailed directly to the HCST Team. NG stated if there no internet connection, then recordings will upload once signal returns. The team will also be able to respond through the app.</p> <p>The name of the App is called noise app. SG suggested having some volunteers from the group to test the app. TC, MM, AB, BA, PB all agreed to try this. NG stated if they send anything over please can they label it Test so the team are aware.</p> <p>NG and SG to send will send questions to the volunteers for their feedback on the app.</p> <p>CCTV coverage and usage</p> <p>BA asked NG about viewing CCTV footage, NG confirmed a two-hour timeframe must be provided to review footage.</p> <p>BA stated in the previous minutes it states that CCTV installation is underway in highways with tower blocks to follow, NG was not aware of this. BA stated he thinks this might just be around the new door entry system and it might be an error in the minutes.</p> <p>Ring Doorbells</p> <p>Residents had queries over whether they are allowed to have these. NG confirmed there is information on the website under RIPA Legislation which explains around Ring Doorbells. Information on Ring Doorbells will also be in the next edition of Insight.</p>	
8	<p><u>Any Other Business:</u></p> <p>Bishop House Lift</p> <p>Residents from Bishop House queried the lift was repaired earlier this year but it has now caused the doors to catch on the carpet, resulting in a tear and trip hazard.</p> <p>Residents stated this has been reported but they do not have the job number, they stated their HSO has also reported but they have heard nothing. BA stated this will need to be looked into.</p> <p>Washing Machines</p> <p>AB asked if a broken washing machine is reported should you get a job number.</p> <p>SG stated these are maintained by Stellinsons coordinated through Sheltered/Careline but residents can report as well and a job number should be issued.</p> <p>Resident Engagement Posters</p> <p>SG explained a recent tower block lift breakdown communication. All residents in that block had a text message through Voicescape to let them know of the fault.</p>	

	<p>Following this text the Resident Engagement Team phoned the residents directly for their feedback on Voicescape. Feedback was 95% positive.</p> <p>Going forward when we do posters, we will do them building specific rather than a general poster. The team will also do follow up calls where possible.</p> <p>Sheltered Housing Name</p> <p>Residents suggested the term “Sheltered Housing” may not reflect independent living. SG proposed conducting a resident’s survey to gather opinions from residents and will then discuss with the Housing Director. This will need to be looked into further.</p> <p>SG stated she would also like to see resident associations across all the schemes as collective groups have a stronger voice.</p> <p>Staff Communication</p> <p>JM queried members of staff are not coming back to residents. SG stated sometimes this does happen as staff are busy or they might be waiting to hear from someone else but understand they should contact even if they do not have an update. SG to feedback to managers.</p> <p>Adams Car Park Ambulance Bay</p> <p>AB queried the Carers are parking in the ambulance bay when they have been told not to. BA stated to take pictures of these vehicles and send over to Tenancy Services.</p> <p>BA stated Tenancy will be attending the next meeting for the group to talk to.</p> <p>BA reminded the group that if reporting a repair to get a job number and if you have contacted a member of staff and are waiting for a call back to chase them up if they have not heard anything.</p> <p>BA thanked everyone for attending today’s meeting.</p>	
9	<p><u>Date of Next Meeting:</u></p> <p>Thursday 26th March – 10:30am – Committee Room 1</p>	
10	<p><u>Key Outcomes from Meeting (to be completed in meeting):</u></p> <p>Residents told us they were unclear about the do’s and don’t of Ring doorbells and similar devices, particularly around privacy and use in shared spaces.</p> <p>In response to this feedback, we have included a clear guidance article in this edition of Insight to ensure all residents understand how these devices can be used appropriately and respectfully within our neighbourhoods</p>	