

Bournemouth Reference Panel – Minutes

Date: Thursday 19 February

Venue: Factory

Time: 11:00 – 12:30

Present:

Chris (Customer Engagement Manager)

Lauren (Customer Services Manager)

Anthony (Customer Service Operational Lead)

Danny

Nick

Kevin

Apologies:

John

Matt

Jenni

1. Welcome and Apologies

Chris welcomed attendees. Apologies were noted from Jenni and Matt.

2. Review of Previous Minutes

Key actions and discussion points from the previous meeting were reviewed and are covered within the agenda items below.

3. Housing Transformation Programme

Chris brought Kevin up to speed on the Housing Transformation Programme. The programme was introduced partly in response to customer feedback and aims to provide an improved service to residents.

3.1 Housing Officer presence : Some members felt that since the transformation, they had seen less visible Housing Officer presence than previously an issue the programme is intended to address. It was acknowledged that there may be some initial “teething problems.” Nick reported, following a recent meeting with Andrea, that Housing Association presence had improved, particularly within supported housing.

ACTION: The group agreed to continue monitoring the development of the programme and to provide ongoing feedback.

3.2 Notification letters: It was also noted that some customers had not yet received letters introducing their new Housing Officers, as mentioned at the previous meeting. Nick suggested this may be because new officers have not yet been permanently allocated and some schemes are currently being shared across the housing team.

4. Repairs Service and Customer Services Survey Feedback (TSMs)

The majority of the meeting focused on maintenance issues raised by members. Many of these issues are also reflected in Tenant Satisfaction Measures (TSM) feedback.

4.1 480 – Building Identification

- The building has no visible name or number, making deliveries and postal services difficult.

Action: Anthony to follow up.

4.2 Intercom Disturbance

- Kevin (Flat 1) reported frequent disturbance from delivery drivers buzzing his flat to gain access to the building. He now switches off his intercom after 5pm to avoid disruption.

Action: Anthony to explore installing signage asking delivery drivers not to buzz other flats.

4.3 Bin Store Issues (480)

- The bin store continues to be a major concern. Waste is frequently left on the floor rather than placed in bins, including larger items.
- This results in waste spreading, attracting flies and rats, and causing unpleasant odours.
- The issue has been ongoing for several years.

It was noted that letters to tenants have not been effective. A Housing Officer-led house meeting was suggested to address the issue directly with residents.

Additionally:

- The bin store access door is positioned opposite Kevin's flat, causing persistent unpleasant odours.
- The door is difficult for bin collection teams to access and is often blocked by parked cars, leading to missed collections.

It was suggested that the side door be bricked up and a new door installed at the front of the store facing the car park, away from the flats, to improve access and reduce impact on residents.

Action: Chris contacted Stephen (Repairs) during the meeting. A quote will be obtained to assess the cost of the proposed works.

4.4 external Light Issue

- Kevin reported that a newly fitted external light outside his flat has a clear cover, making it extremely bright and illuminating his room. Neighbours have also raised concerns.
- It was suggested that a frosted cover be fitted to diffuse the light.

Action: Anthony to arrange installation of a diffuser.

4.5 Washing Lines

- Washing lines in the garden at 480 are old and rusty, damaging clothing.
Action: Lauran to arrange replacement and review washing line provision across the organisation.

Danny – Property Concerns

4.63 Drainage Issues

- There is a drainage issue at Danny's property. He understands that the NHS (who also operate from the building) are willing to fix it but have not yet received permission from BCHA.
- Pipes and drains are damaged and blocked by tree roots.
- The road slopes down toward the front entrance, causing pooling of water that makes the entrance inaccessible without walking through water.

Action: Anthony to investigate what actions are being taken to resolve this.

4.7 Fibre Installation Communication

- A fibre installation team (possibly BT Openreach) attempted to access the property to lay cables.

- Danny raised concerns as residents had not received prior notification and therefore refused entry, not knowing who the contractors were.
- It appears the works were arranged by BCHA Development, but the information was not passed to Customer Services to notify residents.

Action: Lauran to investigate how this communication gap occurred.

4.8 Damp and Mould

- Danny reported ongoing damp and mould issues at his property.
Action: Lauren and Anthony to investigate.

4.9 Contractor Conduct

- Danny reported an issue with a contractor drilling into the exterior of the building. He was concerned debris might fall onto his car and asked if he could move it.
- He felt the contractor responded negatively.

Lauran stressed that contractors are expected to be polite and supportive and welcomed feedback of this nature.

5. Urban Bike Project – Update

Chris reported that the Urban Bike Project is now back up and running with a new staff member. Activities are expected to resume in March, subject to weather conditions.

A dedicated Urban Bike Project meeting is likely to be arranged nearer the time.

It was also noted that the project is now overseen by BCHA Learn.

6. Transition Update

Chris reported that following a short hiatus partly due to the festive period and partly to allow the Housing Transformation Plan to be established — transition programme plans are now being revisited and a new meeting will be scheduled.

Plans are in place for customer workshops and discussions to gather evidence to support the next phase of the programme. Chris has several individual interviews scheduled and will meet with Nick on 23 February 2026 to agree next steps, objectives, and bid development.

BCP have also shown interest, and a meeting is scheduled in March with the BCP transition team to invite their support.

7. Homewards

(No update recorded.)

8. Any Other Business (AOB)

8.1 Tenant Satisfaction Measures

Lauren presented very positive feedback from the recent Tenant Satisfaction Measures survey. The results were well received. Details will be published on the website and in the next Tenant Talk newsletter.

8.2 Contact Information & Tenant Handbook

Kevin and Nick reported uncertainty about who to contact for various issues. The handbook they were previously given is now outdated with old contact details.

Lauren shared the new Tenant Handbook (also available online), which was very well received. However, members expressed concern that longstanding tenants without internet access may not have seen it.

Lauran explained that all new tenants receive a copy, but it was considered too expensive to distribute to all existing customers.

Action: Lauren agreed to print a small number of copies for the next Reference Panel / Customer Steering meeting.

9. Date of Next Meeting

Thursday 2 April, 11:00am – Factory