



## Branksome Hall Drive Community Drop In Event

Tuesday 9<sup>th</sup> February January 2022  
Branksome Hall Drive, Darlington

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### Minutes

**Present:** Naomi Dixon (Housing Management Officer), Matthew Hufford (Customer Engagement Coordinator), Penny Ivison (Scheme Manager), Lorraine Glenning (Scheme Manager), Councillor Jan Cossins

**Apologies:** Tom Ward (Senior Lifeline Officer), Shau Kan (Tenancy Sustainment Officer), Scott Richardson (Civic Enforcement) , Chloe Allinson (Police)

		ACTION
1.	Introductions to staff and residents	
2.	Security Gate – After a previous consultation residents of Branksome Hall Drive were given a choice of three options, with potential costs. These options were given via a survey, which was collected at the end of the meeting. These options included 1. removal of current gate, leaving the site open plan, 2. Removal of gates with perimeter fencing and manual gates installed, 3. Full replacement and maintenance of a power assisted gate.	Results of survey to be collated. To be looked at in the next couple of months.

3.	Pet Policy – A number of tenants spoke to ND and MH about the pet policy which is due to be looked at. MH confirmed that the Pet Policy is ongoing and residents will be consulted when there is any update regarding this. No further news at the minute.	Tenants will be notified during the consultation period
4.	Heating – A number of residents told ND about the current heating in the flats at BHD with radiators not producing enough heat to keep the flats warm. It was agreed that the heating will be looked at as a matter of concern as soon as possible	ND to consult with asset management
5.	Double Glazing – Numerous tenants mentioned about the upgrade to windows in BHD and in surrounding areas. The scheme is in place over the next year with tenants encouraged to book theirs in as soon as they receive letters by Anglican Windows	Tenants to act when receiving letters. Role out will be monitored by ND and scheme manager
6.	Anti Social Behaviour – A number of resident brought ASB to the attention to ND. The ASB has occurred in and around the BHD premises. Tenants are encouraged to report any ASB to the police so that they are logged and reported.	Police have now been made aware of ASB and will continue to log.
7.	Annex Privacy – Tenants of the annex at Branksome Hall Drive have confirmed that there is an ongoing issue with privacy which needs to be addressed.	Concern will be followed up and passed to the Asset team
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**Going forward this event will not be held as a Drop In style event but as a meeting.**

Next meeting to be held in May 2022.