

**Brandon Heating Meeting
13th January 2022, via ZOOM**

Attendees:

Sylvester Hilton (SH Chair), Simon Holmes (SHo), Bola Odusanya (BO), Marie Livingston (ML), Tom Lloyd (TL Resident), Cllr Eleanor Kerslake (EK), Des Vincent (DV)

Apologies:

Tom Vosper, Paul Gathercole, Dave Hodgson

Meeting was opened by Sylvester Hilton, welcome and apologies given. Minutes agreed by all.

Response to Action Points from last meeting.

- *Tom V to look at Terms of Reference and add any additional items.*
 - TL has shared his list of queries with SH and others for TV to incorporate into the Terms of Reference. TV to report back before/by the next meeting.
- *Sylvester H to devise a list from the Consultants and circulate once completed.*
 - In terms of the list of consultants there is a framework to tap into with the 5 Mechanical Consultants:
 1. Design Consultants
 2. Anthesis
 3. Carbon Alternative
 4. Fairheat & Frankhams
 5. WatermansTL to do some background research, look at the suitability and make an assessment and feedback to SH next week.
- *Tom V to liaise with Paul G & Steven Brown to see what the process is based on the issues that emulated when the plate heat exchangers were clogged.*
 - TL met with Steven Brown who said they have 2 spare heat exchangers for use when they are clogged. Each exchanger will be swapped on a 6 monthly basis and this will be put in as a scheduled maintenance which should alleviate the problem provided the schedule is adhered to.

EK queried the timescales re the Independent Consultants asking about the timescales for them to do their work and feedback once TL has made his decision.

SH responded that once we have been given a preference from TL we can engage in a conversation with them. We will identify the Terms of Reference as a brief and we should have something more definitive to engage with them before the next meeting. We need to pinpoint the Terms of Reference and the Brief so we are clear in what we are asking them to do, it is a large piece of work. We will call them in, identify the Brief and agree timescales. TL agrees with SH that we do not rush them, it is essential that they ask the right questions so that we ultimately determine the correct answers.

- *Paul G's team to look at the readings and feedback on the rules that govern compensation.*
 - SHo said re compensation, it is £3 per day after an outage of 24 hours.

TL = Bateman House was without heating for 11 days between Nov and Dec, it was operating so poorly that we needed to run fan heaters in the properties as there was only a trickle of heat flowing through the pipes. Where we had almost no heating should we be compensated or not.

SHo = I don't know the exact principle around this.

TL - *If you hired a hire car and could only drive it at 5mph in 1st gear, the Company could say that you still drove it although it would have been of no use to you ☺.*

SHo = I need to establish what the compensation mechanism is. It is usually based on "no heating", you say it was a very low grade, almost non-existent so it would appear unreasonable for compensation not to be paid if but we need to establish what needs to be considered, no heating or low heating. I will take it up with Paul G and give you an answer at the next meeting.

- **Paul G to provide report on % over 5 year history of radiators replaced at the next meeting.**
 - SHo to check with PG to see if he has done the report and will ensure this information is collated and made available by the next meeting subject to the information on our database.
- **Tom L to email the 2 timeframes to Simon H re dates of loss of heating.**
 - TL apologised and agreed to email the dates of heating outage to SHo after the meeting.
- **Tom L to email brief to EK.**
 - TL has emailed the brief to EK.

Discussion:

(SH has now sent TL the list of Consultants.)

SH: In terms of the Boiler House and Heating on the Brandon Est, is it fair to say there have been no significant specific outages since the last meeting, no major loss of heating / water, has it been more stable?

TL = There have been some outages in Walters and Braun houses via the resident's WhatsApp group; Morton House had no heat today. There are some failures but not excessive. EK has not heard of any since our last meeting.

SH = The report of the Consultants will be moved forward by the time of the next meeting, TL has been emailed the 5 consultants and can come back to us with his decision.

TL: You provided a public meeting on 13/12 for our residents where many issues were raised. Two weeks later we received a half sheet of A4 paper from Francis O'Brien which proposed to be the minutes of the meeting, they were an incomplete joke, we thoroughly and utterly rejected those minutes as trying to wallpaper over the cracks, the names of residents who spoke were not even documented. I asked you to find someone capable of writing minutes to get hold of the Zoom video and produce an accurate set of minutes. I am still waiting to see proper minutes 6 weeks later!

SH agreed to ensure the minutes be reproduced and recirculated as were deemed unsatisfactory.

TL: We are waiting for a shut down before we do any more intrusive sampling of the other 5 tower blocks. Can we do the same with the visual inspection as we did at Cornish which was to remove a panel of ducting and go into every tower and take photographs. The visual survey can be done without disrupting any heating, OCO can do this easily sooner rather than later.

SH to liaise with PG and pinpoint a date as they did with Cornish, to carry out visuals on the other 5 blocks by the next meeting (it is a tall order, there may be 1, 2 or possibly 3 done) Steve Brown, Area Supervisor to also be included.

TL: I would like to see some visual photos and discuss at the next meeting, at least some if not all.

Actions:

- TV to report back before/by the next meeting on Terms of Reference.
- TL to do some background research on Consultants, look at their suitability and make an assessment then feedback to SH next week.
- SH to identify the TOR as a brief and have something more definitive to engage with them before the next meeting
- SHo to liaise with PG re compensation and feedback at the next meeting.
- SHo to liaise with PG re the 5 yr historical report & ensure information is available next meeting.
- TL to email dates of outage to Simon at end of meeting.
- SH to ensure the public meeting minutes from 13/12 are reproduced & recirculated to residents.
- SH to coordinate with Steve, PG, TL and OCO to do the visual survey by the next meeting.

Date of Next meeting: 10th February 2022, 15.00.