

Building Safety Panel Meeting 6 May 2026

Homemead Communal Hall, Russell Street, Gravesend, DA12 1HQ.

Attendees

Bal Chattha - Building Safety & Investments Manager (Chair), Nicole Arthur (Head of Housing Assets), Jordan Vilday (Building Safety Coordinator), Tim Cross (Fire Safety Surveyor), Joel Simmons (Commercial Waste & Projects Manager), Mandy James (Estates Service Manager), Hannah Rourke (Tenant Engagement Manager), Sonji Nurse (Tpas) Ruby White (Business Administration Apprentice)

Roy Lovett, Graham Claricoats, Joanne Stringer, Linda Tolbolt, William Henderson, Kirsty Baker, Tania Stokes.

The meeting was the second of the Building Safety Resident Panel

1. Review of Previous minutes

Residents agreed previous minutes:

- Agreement reached that minutes will be sent to all panel members, whether attending or not.
- Minutes were agreed as an accurate record.

Action – (JV) to ensure all members receive minutes of the meeting

2. Building Safety Resident Engagement Strategy (Review & Re-Consultation)

Strategy originally developed March–June last year with strong tenant input.

Consultation included:

- Postal surveys
- Door knocking
- Pop-ups and events
- Online engagement

Key Discussion Points

- Engagement methods work differently across blocks
- Pop-ups successful in some blocks
- Door-knocking effective for those who do not want to engage.
- Need to avoid repeating methods that didn't work

Suggestion to:

- Use videos containing residents of Higher Risk buildings and officers to provide lived in experiences.
- Use Building Safety App to add videos.
- Generational differences acknowledged in engagement preferences.
- Incentives (e.g., prize draw vouchers) previously increased response rates.

- Strong emphasis on closing the feedback loop – residents must see outcomes or reasons why actions didn't proceed.
- Importance of offering translations and accessible formats.
- Residents encouraged to use social media, WhatsApp channels and GoVocal.
- How messages are delivered.

Action:

- Create an engagement plan per block
- JV will consult with each panel member independently to gain insight into each block
- Next meeting provide update and on time scales and ideas for engagement.

3. Panel Identity & Visibility

- Proposal to introduce panel members in newsletters raised concerns

Residents feared becoming a “repairs contact point”

Agreement that:

- Further discussions on if and how to introduce the representative for each block
- Education to residents of the Higher Risk Buildings into the purpose of the panel (not for repairs issues)
- Further engagement to encourage others to join the resident building safety panel.

Action:

- To provide at next meeting the introduction to the panel and what it might look like

4. Budgeting Transparency

Overview provided on building safety budgets:

Key discussion points

- Chantry Court – Internal doors not being fire doors
- Compartmentation surveys
- Chantry Court lift replacement – to go through the Building Safety Regulator (BSR)
- Chantry Court meter cupboards replacement to fire doors

Actions:

- Meter doors being replaced and fire rated
- Consultation and engagement with residents to take place regarding lift replacement identify vulnerable residents, proactive ways to assist residents during this period.
- Further discussion on the best course of action for internal fire doors (kitchen doors)
- Keep residents informed of time scales after receiving approval from BSR

5. Waste Management & Caretaking

Issues Raised

- Fire risk from oversized bags blocking chutes
- Bags left outside chutes or flats
- Accessibility issues for residents (parents, elderly, mobility constraints)

- External dumping by non-residents & reporting of fly tipping

Proposed Solutions

- Smaller refuse bags trial (samples presented)
- Clear, visual signage on each floor and in bin rooms
- Assisted waste collection (opt-in) for residents unable to carry waste
- Trial of reusable recycling bags (successful in other blocks)

Actions

- Review recycling and signage upgrades
- Consult/ engage with residents surrounding assisted collection services.
- Reusable recycling bag rollout
- Enforcement action for fly tipping

6. Resident Chair and Vice Chair

- Discussion surrounding the election of the resident chair and vice chair to ensure that panel meetings are resident focused meetings.
- Training to be offered to Chair and Vice chair to build confidences in hosting panel meetings

Action:

- JV will contact residents individually to discuss the position
- Panel members only discussion to take place at next meeting

7. Meeting Frequency & Locations

- Residents agreed to keep meetings biannually
- Meeting venues will rotate to improve accessibility.

Actions Agreed:

- Develop block-specific resident engagement plans
- Consult panel members individually and report back next meeting
- Use videos, the Building Safety App, and digital platforms to improve engagement
- Provide translations, accessible formats, and close the feedback loop for residents
- Develop clear messaging on the role and boundaries of the panel (not repairs)
- Explore how to introduce the panel to residents and recruit new members
- Replace Chantry Court meter cupboards with fire-rated doors
- Consult residents on Chantry Court lift replacement and support vulnerable residents
- Continue reviewing options for internal/kitchen fire doors and update residents on timescales when able
- Improve bin chute and recycling signage
- Trial smaller refuse bags and reusable recycling bags
- Consult on an opt-in assisted waste collection service

- Strengthen fly-tipping enforcement and reporting
- Discuss with residents about Chair and Vice Chair roles
- Hold a panel-only discussion on Chair and Vice Chair at the next meeting