

UNIVERSITY OF SALFORD STUDENTS' UNION

Minutes

Meeting title: Residents' Committee

Location: Boardroom 2, University House

Date: Wednesday 27th April 2016

Time: 2pm

Present:

Tanmay Barhale

Philip Cobbinah

Katie Hall

Jason Crowden

Ella Middleton

Alex Collins

Martin Griffiths

Lucy Roberts

Anie Dearden

Sarah Mercer

Prathmesh Thakkar

Hazel Taylor

Alice Sugden

1. Minutes from last meeting:

- The super cycle wash has now been removed from all washing machines following feedback in previous meetings.

2. Updates and announcements

a. Denizen:

- The first year of the Denizen scheme has gone well overall and has set a good foundation for carrying the project on for the next academic year. We are looking to hold more small events in accommodation before the end of the semester.
- CLV are looking at added incentives for Denizen reps and increased communication and involvement in future plans.

3. Issues raised by students:

a. Security:

- EM said students had complained that some security staff in Delaney 2 were rude. CLV staff present asked for details of student who complained and the date. EM will pass this on.
- MG said students have asked for more security especially at weekends; there is often loud music at night and security guards don't follow up noise complaints. SM confirmed security does patrols, everything is logged and CLV follow up with flats with persistent noise complaints. These flats get written warnings if it is a reoccurring issue. CLV do terminate contracts for persistent behavioural issues.
- PT said security guards sometimes walk in and don't knock; creates privacy issues, but also wanted to compliment Alan and Tony, who are always very helpful.

- CLV are trialling more security and ID checks at JL & EC, as well as body cameras for security guards.
- MG asked about possibility of swipe cards to access lifts and stairs to make buildings more secure. CLV will look into this.

b. Car Parks:

- EM said there are often no spaces in Delaney car park for residents with permits as visitors use the Delaney car park. HT will feed this back to Trevor Jones. From September, Delaney car park will have a pay by phone payment system.

c. General Maintenance Issues:

- KH said the temperature of showers in Lowry was very inconsistent. CLV are aware of this issue, contractors are due to fix this in May.
- PT said there are leaks in John Lester and Eddie Colman which are flooding the flats below. CLV will follow up these issues with the maintenance teams.
- TB reported that the Wi-Fi at Bramall Court is not working and that both Wi-Fi providers, Ask 4 (PPQ) & Keysurf (JL& EC, Bramall) are slow. CLV confirmed that Keysurf is being replaced over the summer with Ask4. The speed will increase by September by approximately 10mbs.
- PT asked for cameras in the lifts in JL & EC; CLV are already planning on installing cameras in the lifts.

d. Communication with CLV staff:

- AS had received a complaint from a student about communications with some CLV staff. CLV have received a complaint and are meeting with the student in question to resolve the issue.

4. Ideas and suggestions:

a. VPlus:

- Feedback from students is that VPlus isn't great, and the membership fee and events are too expensive. CLV acknowledge there is room for improvement and are planning on removing the membership fee. There will be focus groups held with students to discuss VPlus.

b. Games room:

- KH said students don't like having to pay for pool tables and students use the one in Atmosphere instead. MG asked whether CLV could buy more games machines.
- LR said an external company manages the games room and monitor its usage, so it would be for them to decide whether it was worth investing in more games machines.

c. Signage for Peel park Quarter:

- AC suggested that as delivery drivers often get lost on University road, 'drop off point' signs for drivers to go to could be installed.
- HT suggested having a CLV sign on the top roundabout on University Road to direct people, and will pass this on. AD said CLV will be involved in this.

5. Any other business

- JC raised complaints about people smoking right outside the buildings; smoke gets inside. MG suggested shelters away from the block doors.

- EM has heard complaints of people smoking in rooms. CLV do follow up with reports; 1st time- written warning and a £50 fine. 2nd time- final written warning and a £100 fine. 3rd time- CLV can terminate contract. If a student is smoking cannabis, the penalties are: 1st time- final written warning, £100 fine and referred to the police. 2nd time- CLV can terminate contracts.
- MG reported that cars are racing alongside Lowry at night and are dangerous. HT will feed this back to Trevor Jones.