

UNIVERSITY OF SALFORD STUDENTS' UNION

Minutes

Meeting title: Residents' Committee

Location: Boardroom 1, University House

Date: Friday 5th February 2016

Time: 2pm

Present:

Tanmay Barhale

Rachel Foy

Jason Crowden

Emily Westran

Thompson Fajuke

Toni Meredith

Cynthia Ochoga

Lucy Roberts

Sarah Mercer

Anie Dearden

Hazel Taylor

Alex Collins

Joe Smith

Alice Sugden

1. Minutes from last meeting:

- Car park trolleys: CLV are looking for suitable supermarket style trolleys for students to be able to carry things up to their flats easily.
- Laundry room compensation: CLV were not compensated by the company responsible for the delay in the laundry rooms being operational, therefore students have received no compensation aside from the free laundry cards and free tokens for machines at John Lester and Eddie Colman.
- Guest Wi-Fi: AD said Ask 4 (Wi-Fi provider) say the guest Wi-Fi should be turned on soon
- Washing machine options: LR said the confusing and more expensive washing options have been removed from machines in Lowry 1 but not Delaney 1; will ask for this to be done.

2. CLV updates and announcements:

a. Lock out charges: It costs £5 for students to be let back into their flat if they are locked out; this money goes to charity. CLV asked the Denizen reps for their opinions on which charity should be chosen: Guide Dogs for the Blind, Mind, or Macmillan Cancer Support; Denizen reps will conduct a poll on the PPQ Facebook group so students can decide which charity the money will go to at the end of the academic year.

b. Campus bus: LR and AD asked if the campus bus is still in place. TB explained the campus bus is operating as a night service until 18th March and discussions are ongoing with University management to determine the future of the service.

3. Issues raised by students:

a. Security:

- **Car parks:**
 - a. JC said that residents often cannot park in the Delaney car park as it is full of visitors parking, and asked if the Lowry car park could be used for visitors as it is larger. HT said the University needs more feedback in order to be able to make decisions about changing car parks for visitors/residents but will speak with Trevor Jones (security) about the possibility of letting some residents park in Lowry car park to create more space in Delaney.
 - b. TB asked whether there was a system to check how many spaces are available in car parks. HT said there wasn't as the car parks aren't digital, but will enquire about barriers which can count the number of cars.
 - c. RF said security shouted at her when buying tokens for the car park. HT agreed this was unacceptable and would talk to security regarding this.
- **Unsecure gates and doors:** JC and CO said the main gates and block doors in PPQ often don't lock, and it is sometimes possible to enter flats without needing to unlock any doors; the residences aren't secure enough. AD said CLV are aware of issues with the main gates in PPQ and they will be completely replaced in the long-term. AD also asked students to always report any suspicious activities/ security concerns to the security staff.
- **Nightclub promoters:** AC said nightclub promoters can get into blocks without access cards, which is clearly a security issue. SM said staff do stop them if they are seen on site and encouraged students to report them to security when seen. AD said CLV have written to local nightclubs to discourage this, and that there is a deal in place with promoters to have an advertising board in John Lester and Eddie Colman, which stops promoters entering blocks; this may be introduced in PPQ.

b. Laundry room: JC said laundry machines are often full as students sometimes don't remove items when they are finished. Various options were raised such as more signs in the laundry rooms, online machine checks and encouraging students to set timers.

c. Gym:

- JC said the TV doesn't work in Lowry gym and that the water dispenser is often empty. LR will look into this and said the dispenser is regularly refilled, but asked for students to inform reception staff if it is empty.
- LR said there had been issues with people moving equipment in gym and asked that students refrain from doing so.
- EW said the gym is sometimes noisy after closing hours (10pm). SM said she will speak to security to regularly check the gyms after this time.

d. Maintenance times:

- JC gave an example where it took two weeks for maintenance to fix a broken freezer, and said that students sometimes have to raise the issues several times before they are

addressed. There have been multiple maintenance issues raised by students which have taken a long time to repair/replace. AD asked that Denizen reps let her know if there are persisting issues so she can escalate them.

- TB raised an issue of a persistent noise complaint in John Lester. AD said CLV were working closely with the student in question to resolve the issue and that noise tests had been carried out, and the noise was within legal limits; there may be an issue with an electromagnetic board in the building.
- CO said that some of the residence buildings have been shaking due to building works. AD said that the buildings are built to withstand earthquakes. HT said she will pass this on but assured students that the buildings are safe.

e. Communication with reception staff:

- JC and AC said the reception staff in Delaney 1 aren't well informed and send people to the Lowry reception to deal with issues, and that the Lowry 1 reception were more efficient and better at helping students with problems. AD said the staff rotate receptions and asked for details about a particular staff member who several Denizen reps said was unhelpful. AD also said that there should be the same focus on customer service at both Delaney and Lowry receptions and that CLV always want to improve their customer service.
- AD asked about how students found the amount of emails from CLV. RF said emails weren't always replied to. AD said CLV have a commitment to answer every email within 48 hours.
- AD asked about how students found the amount of mass emails. Some reps said they received too many. LR said they are required to send emails to students about the statutory checks which take place in flats, but that they do try to minimise disruption; this is reliant on the contractors undertaking the checks.

4. Ideas and suggestions:

a. Advertisement:

- TM said that the Denizen reps are able to have access to keys for the noticeboards in PPQ and can use these to promote any events they organise.

5. Any other business:

- LR and HT said there were issues with students throwing items out of windows in PPQ and not disposing of rubbish properly. AD asked for cooperation from students in regards to cleaning and rubbish disposal and said that CLV are participating in Volunteering Week (starting 22nd Feb). There will be projects in the accommodation, and AD asked for help from the Denizen reps in promoting this to students.
- CO suggested a clothes bank to donate unwanted clothes and other items. LR said some charities do this at the end of the academic year and that CLV are looking into this. AD said

that there will be one in PPQ before the end of the year as there is one already present in John Lester and Eddie Colman. HT mentioned that there was a clothes donation bank in the Constantine Court area of campus.

- JC said the lift in Delaney 2 had broken and this may have been due to people jumping in the lift. SM said this will be looked into, and LR said there was a fine of between £50-£180 for breaking the lifts.
- CO said that the lift in Daber is jerky and sometimes stopped. LR asked for residents to always report maintenance issues when they occur.
- TB asked about the future of Bramall Court. CLV said bookings are being taking, and that these bookings are protected and will be passed onto any potential new owners if the accommodation is sold.