

UNIVERSITY OF SALFORD STUDENTS' UNION

Minutes

Meeting title: Residents' Committee

Location: Boardroom 1, University House

Date: Wednesday 26th November 2015

Time: 10am

Present:

Alex Armitage

Tanmay Barhale

Philip Cobbinah

Alex Collins

Aimee Croskell

Jason Crowden

Martin Griffiths

Roy Grundy

Katie Hall

Rob McCann

Sarah Mercer

Toni Meredith

Ella Middleton

Cynthia Ochoga

Lucy Roberts

Rhiannon Roberts

Dominic Roe

Joe Smith

Alice Sugden

Sasha Wates

Emily Westran

1. Denizen updates and announcements

- a. Half of Denizen reps now trained; next training and Wellbeing training on 2nd December.

2. CLV updates and announcements

- a. **Rubbish and recycling:** LR discussed issues with the rubbish chutes in PPQ; students aren't recycling much and lots of rubbish lying around next to chutes. LR asked for ideas from reps about positive incentives to recycle.
- b. **Vending:** LR asked reps to ask students if they wanted any items in machines. Float is at reception desks (PPQ) for people who have lost money in machines.

3. Issues raised by students

- a. **Security:** MG raised the issue of bikes being stolen from the bike sheds in the car parks (PPQ). LR said the shutters on the car park weren't working until November; CLV has inspected CCTV and taken advice from police. Razor wire has been put across the top of the bike shelter as a deterrent, and LR urged students to ensure bikes were secured and doors properly shut. CO mentioned the open bike racks

outside Delaney; LR said bike racks would be removed to prevent thefts from said bike racks. RG said there is a new, secure bike shed outside Clifford Whitworth Library. TB questioned whether CLV had compensated students. LR states that bike sheds were now fully functioning and that the car parks were owned and managed by the University; students also signed an agreement that bikes were left at their own risk.

JC and AC discussed the issue of people accessing flats who did not live there. MG and AA added that block doors don't always lock. LR said that the doors aren't always shut by students and requested that maintenance issues with doors are reported when they are seen. CO said that students have personal responsibility to close doors after them; reps should encourage students to always secure doors. LR said that all contractors who carry out maintenance sign a code of conduct that they must adhere to when in accommodation blocks.

MG stated suggested that similar security systems as John Lester & Eddie Colman should be implemented in PPQ, as security was better in the former. LR said CLV could look into getting more electronic locks.

AA suggested having covers on emergency buttons for gates at PPQ so students don't open them; anyone can gain access to accommodation if these buttons are used. RG said this was possible as the University have a similar system.

SW raised an issue with the main door at Bramall Court; RM said this was being fixed.

CO mentioned that street lighting on Wallness Lane is not good; RG said University security would contact council to press issue of lighting.

- b. **Car parking:** EM said there were lots of issues with the car parks in PPQ; requested a free short stay for unloading. RG said this wasn't logistically possible. TB suggested having trollies in car parks to help students with unloading; LR said CLV would look into potentially implementing this. RG said the University was looking at introducing a new paying system for car parks, and a full consultation will be carried out; system would potentially be in place for Sept. 2016. RG also stated that there was a new token machine for the car parks in University House.
- c. **Flat inspections and expectations:** AC stated lots of students had complained about staff walking into flats and bedrooms without knocking, and unrealistic expectations by the staff inspecting. LR said all residents were given notice of inspections and the expectations; stated 6% of flats were revisited and following this, 3% judged to be 'not satisfactory'. LR also said that fines given to flats deemed to be unsatisfactory are not related in any way to security deposit.

AC also stated that giving students notice of inspections happening in a 'week commencing' was unfair. EM and JC agreed this was not clear enough. LR said that CLV will in future try to specify an exact day for each block to be inspected.

AC and CO said that inspectors often did not come during the time specified and students were left waiting for inspections. JC also said that inspectors were sometimes invading student's privacy by not knocking on doors. LR said staff are

aware of respecting privacy and that students should report these incidents so CLV can investigate. SM also said that students often don't answer when inspectors knock.

EM said that lots of students had been asked to remove objects such as kettles from their bedrooms; asked why this was not allowed. LR said that kettles could be a hazard and the steam may create mould in bedrooms.

KH and EM said some students had been told to remove items that were in kitchen cupboards. LR said CLV inspectors should not be looking in kitchen cupboards.

AC said some students had been told that mini fridges in bedrooms were not allowed and should be removed. LR said that mini fridges are allowed for medical reasons.

- d. General maintenance issues:** MG said that fire extinguishers had been removed from kitchens in PPQ. LR said this was because fire extinguishers are not required; fire blankets are in place in all kitchens.

AC said that broken lifts in PPQ had taken a long time to fix. LR stated that this was due to parts having to be ordered from abroad; in future, CLV might keep parts for the lifts in stock.

MG said that TV's in common rooms and laundry rooms don't work. LR asked that issues are reported by students when noticed.

MG said the washing machines were not easy to use and that more instructions were needed. LR said CLV would discuss this with company that operates PPQ laundry rooms.

JC and AC noted that the laundry rooms were not ready for 1 month. AC asked for free credit as compensation. All PPQ reps agreed it was very inconvenient for students. LR said that providing free tokens for laundry facilities in John Lester & Eddie Colman was the best they could do at the time. TB asked why CLV wasn't compensated by the company operating the laundry rooms for the delay. LR said the village director could answer this fully. TB said CLV should follow this up.

- e. Internet provision and phone signal:** JC asked where the signal boosters to improve the phone signal were. LR said the boosters were in the process of being installed and that this was a priority for CLV.

SW mentioned issues with wifi in Bramall Court; RM said that some equipment had been vandalised, and that slow speed was due to high usage. Also stated that over 200 routers had been placed in individual rooms across Bramall, John Lester and Eddie Colman to ensure students can access internet.

TB and AC asked whether there could be any provision for guest wifi. LR said CLV will look into this.

- f. **Noise complaints:** MG said that rules on noise were not being enforced within accommodation. AC added that most residents were not aware of the security phone number. SM encouraged students to report noise at the time, so that complaints can be followed up by CLV.

4. Ideas and suggestions

- a. **Noticeboards:** LR said CLV have got notice boards and they will be put up in blocks; Denizen reps will be able to use them to post notices.
- b. **Smoking shelters:** SW and JC requested that any smoking shelters be away from the main block doors. LR said CLV will be installing cigarette bins outside blocks.
- c. **Gym opening hours (24 hour):** EW was concerned longer opening hours would lead to noise complaints; noise from gym can be heard through floors. AA raised the idea of having weights in the gym; SM and LR said items may go missing if not secured.
- d. **Lost property:** LR said there are lost property bins in laundry rooms and at reception desks in PPQ.
- e. **Contract cancellations policy:** JC raised issue of residents having moved out of accommodation but still having to pay for it. LR said that students have signed a contract and must find someone to take over contract. TB mentioned a student having issues with losing their deposit due to their visa being refused. RM said there was a separate cancellation policy of 7 days in case of a visa being refused.

5. Any other business

- a. PC asked for more regular meetings between Denizen reps and students, and more events.
- b. LR discussed events being held by CLV, including the Christmas ball, and potentially a puppy room after Christmas.
- c. TB said the next Residents' Committee would be held in the first or second week of February 2016.