



## UNIVERSITY OF SALFORD STUDENTS' UNION

### Minutes

**Meeting title:** Residents' Committee

**Location:** Rosa Parks Room, University House

**Date:** 29<sup>th</sup> November 2017

**Time:** 3pm-4.20pm

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**Attendees:**

Shannel Katerere  
Jon-Connor Lyons  
Cristy Outhwaite  
Hazel Taylor  
Jen Rigby  
Hagith Hari  
Ugo Onuoha  
Moe Ahmed  
Anie Dearden  
Lucy Roberts  
Sarah Mercer  
Mark Potgieter  
Rob McCann  
Nicola Lee  
Alice Sugden

Apologies from Denizen reps, John Akerele, Ebony Bonavia, Ivy Kinyanjui and Awwaba Ansari.

#### 1) Issues raised by CLV:

**a. Property damage and misuse of equipment:**

Some students are damaging lifts and hoovers in Peel Park Quarter. (Action combined with 1b).

**b. Health & Safety issues:**

There are issues with some students smoking in flats, and some students throwing items out of windows, both which pose serious health and safety risks. **Action:** CLV and the Students' Union will work together to promote an awareness campaign on social media.

#### 2) Issues raised by students:

**a. Hot water issues:**

HH raised the issue of the hot water from taps is sometimes very hot and can burn students. **Action:** CLV will put up signs next to the sinks for health & safety.

**b. Flat inspections prior to move-in**

Some things in flats were broken when students moved in. CLV acknowledge that sometimes things are missed but ask that students report these issues. The inventory check was also open for two weeks to allow this.

**c. Hoovers in John Lester & Eddie Colman:**

There are only 3 hoovers in each building for students to use. **Action:** CLV and the Denizen reps will look for storage space to accommodate more hoovers.

**d. Smell in main corridors:**

There is sometimes a smell in the entrance halls of John Lester & Eddie Colman, most likely to students taking bin bags out. CLV regularly clean the carpets and will do so if they are aware of the problem.

**e. Insects in bathrooms:**

There are sometimes silverfish in bathrooms in John Lester & Eddie Colman. CLV get pest control in which this happens, but it is a reoccurring problem.

**f. Communication with staff:**

A student had reported that they feel CLV were not listening to their concerns. **Action:** SK will provide details so CLV can follow up with the student.

**g. Reception staff on weekends:**

Some students think there should be reception staff on weekends. There are currently staff on Saturdays, with emergency maintenance also available on weekends.

**3) Ideas and suggestions:**

**a. Refurbishment of kitchens:**

Some students would like to see the kitchen areas in John Lester & Eddie Colman refurbished. CLV undertook a refurbishment of the bedrooms in the summer with no future refurbishments currently planned.

**b. Changes in layout of bedrooms:**

A student queried whether the layout of the bedrooms in John Lester & Eddie Colman could be changed. **Action:** CLV will contact the student regarding this.

**c. Changes of mail service provision:**

CLV highlighted the issue with the current mail system, as it is taking up 70% of their staff time, meaning that other services they provide are being affected by the volume of parcels they are dealing with. **Action:** CLV will look into a possible inclusion of a one-off charge for postage for the next academic year. The University will also work with CLV regarding a central mail centre on campus.

**d. Feedback regarding Village Life events:**

CLV would like feedback about the events they hold for residents. The Denizen reps agreed that the events they have attended were very good.

**Action:** The Denizen reps will speak to students for their feedback, and CLV will look into conducting a survey of students who have attended the events.