

Actions of the L&Q Residents Meeting
 Tuesday 31 January 2017 between 19:00-21:00pm
 Main Hall, Oaktree Community Centre, Osborne Road, W3 8SJ

Staff Attendees:

Shakira Henry (SH) – Chair – Property Manager for L&Q
 Toni Hodson (TH) – Regeneration Co-ordinator for L&Q
 Mandy Bailey (MB) – Gas Engineer Surveyor for L&Q
 John Dakin (JD) - Resident Services Manager for L&Q
 Jehan Weerasinghe (JW)– Assistant Director for Neighbourhood Services for L&Q
 Mark Ludlow (ML) - Associate Director (Development) for Countryside Properties
 PC Dave Young (DY) – Safer Neighbour Team for South Acton Ward

Resident Attendees:

<p>Tim Ogunlesi (TO) Janet Coker (JC) Helen Julien (HJ) Marta Nunes (MN) Warren Baxter (WB) Margaret Villars (MV) Christopher Smith-Wong (CS) Sachin Suchak (SS) Maria Rosa (MR) Danae Manika (DM) Celia Madden (CM) Edward Ryan (ER) Vicky Lee-Owen (VL) Elizabeth Halpin (EH) Laurent Diringier (LD) Aliaksandr Ikhelis (AI)</p>	<p>Adelle Humphrey (AH) Eric Opara (EO) Robert Smith (DS) Loue Van-Melsen (LV) Judy Badman (JB) Gisela Antunes (GA) Colin Beard (CB) Ella Beard (EB) Anna Chang (AC) Paul Davie (PD) Malika Shermatova (MS) Andre Sbardellotto (AS) Cathyann Thomas (CT) Marisa Goves (MG) Sophie Reid (SR)</p>
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		Action
1.0	Introduction & Apologies:	
1.1	SH Introduced the staff representatives to the meeting.	
2.0	Minutes of the Last Meeting:	
2.1	The minutes were agreed by all.	
3.0	Heating and Hot Water:	
3.1	MB explained that letters were posted out on Friday 27 th January 2017 to residents with an update towards the heating and hot water issues. MB advised residents that since November individual faults have been identified as well as major issues to the system. Most have experienced pressure faults and issues with the bath mixers.	
3.2	MB added that some of the sensors on the distribution pipework were faulty and had to be replaced, this was having an issue with the distribution pumps which in turn was causing the	

	fluctuating pressure to the individual units. It was pointed out that there were also individual issues with households HIU (Heat Interface Unit) systems mainly from blocked filters.	
3.3	MB advised in the meeting that maintenance was being conducted on site that evening to improve the flow rates. Residents asked whether the costs of these on-going repairs would be reflected in service charges and the timeframe for this to be resolved. MB advised residents that the majority of issues may be linked to a power cut. The repair costs will not be re-charged back to residents. Timeframe cannot be confirmed at this stage until feedback from tonight's visit is provided from the contractor. MB advised that the issues appear to have occurred since a power failure to the site in October as residents had reported this is when the issues began. It is possible that a power surge could have interrupted the settings on the water booster set.	
3.4	DM explained she had experienced an individual loss of hot water and was awaiting an email response from HSM. DM advised that multiple issues were found within her unit which ultimately required servicing with a power flush. DM added that HSM has advised her of multiple issues which could not be resolved. MB confirmed servicing is required to the HIU where filters would be cleaned. DM confirmed her unit had never been serviced in four years, many other residents all agreed with this point. Residents advised they had found HSM to be unresponsive and unhelpful. MB to investigate this as part of contract progress reviews.	MB
3.5	Homeowners requested clear instructions explaining the servicing requirements. SS stated that the repair costs are not clear in the service charges. SS questioned whether the £85.00 yearly charges cover the servicing cost as homeowners are expected to organise and pay for this themselves. SS explained if so homeowners are paying multiple times for this servicing as they also receive separate Insite bills which hold a service charge cost. MB confirmed the Insite bills charge would cover the metering service. Residents felt this was not clear and potentially fraudulent as they have paid for services never received. MB/SH to confirm information within the Leases and details of manufacturers servicing instructions for the HIU's. MB to get clarity from L&Q Energy Team in respect of Insite's remit of responsibilities.	MB
3.6	DM informed the meeting that she had used Michael from Orchard Plumbing, who immediately knew her issues – cleaning filters, removing pipes, breaking sealed stickers, hoovered her system; power flushed and cleaned the air filters. DM was not aware that any of these processes were required. DM expected to receive instructions on how to remove the filters and replace these. DM explained her unhappiness towards HSM's service and operatives. Homeowners asked for clarity as many were unsure what was stated in their lease. SH agreed to ensure clarity of the servicing is received.	MB, SH
3.7	MG advised that she needed persistent hot water for her child, advising that she and a neighbour had once waited a month. She had also experienced difficulties with lift access and was not impressed with response times and the services received.	
3.8	Residents asked whether back up systems should be in place and clarity of HSM service. It was asked whether HSM would be returning to each property to ensure the correct checks and servicing had been completed and whether HSM will contact everyone directly. MN explained that HSM had visited her home over ten times and had not been able to resolve her issues.	
3.9	Residents of Phase 2 asked when they would be requiring servicing of their units. MB confirmed this would be before the first year has ended. SS asked that L&Q check their homeowner packs as it states homeowners are expected to arrange and pay for their own servicing.	
3.10	MB advised the meeting that precautions will be put in place where detectors are added to the plant room so if any service failures take place L&Q would receive a notification.	
3.11	It was asked whether these failures and delays in repair times are normal, whether there should be a back up system in place and what compensation will be received. JW responded that all the	

	concerns will be taken up with HSM and feedback in contractor meetings.	
4.0	Compensations:	
4.1	JW explained that for loss of amenities £20 compensation is given overall for the first five days with a further £10 for each day a total loss of amenities occurs from the first date of the issue being reported. MB added this will be individually calculated per household.	
4.2	SS queried whether this would also cover loss of Sky TV and the parking gate. JW replied that in some of those cases the service charge team won't recharge when the services have not been received. JD advised that the neighbourhood review the final costs before these are sent to residents and homeowners. MN questioned whether compensation from lift repairs in 2013 would be received. SH advised that she would provide an update.	SH
4.3	PD asked whether the services that residents have paid for through Michael at Orchard Plumbing would be refunded if this should have been provided by L&Q. It was advised that homeowners had been charged different amounts.	
4.4	MB confirmed that once all the repair works are completed those residents affected will be contacted in writing regarding compensation. A log has been produced with the initial dates and addresses of those affected. MB also confirmed that all residents would issued communication regarding the outcome of this matter and compensation in case there are not any residents logged that were not affected.	
5.0	Service Charge:	
5.1	SH advised that a more detailed service charge breakdown will be made available for everyone to see the charges that have been incurred from the 2015/2016 financial year.	SH
5.2	It was asked for detailed estimates as currently no breakdown is included in letters sent to residents and homeowners, it was felt that costs were being hidden under areas such as management fee's and more explanation needs to take place. New lines have been added to costs without residents having an input or opportunity for further clarity.	
5.3	SS explained that there had been a 30% increase from Insite without explanation. SS felt that breakdowns and explanations shouldn't have to be asked for and statements within L&Q literature are not clear over who would receive totals or breakdown statements.	
5.4	JD advised that the detailed breakdown should be received and available at the Acton Gardens Office, 81 Enfield Road, W3 8RB within 30 days.	
6.0	Mice	
6.1	SH confirmed that proofing recommendations and a baiting programme is on-going to Phase 1. SH advised that following the baiting programme carried out to Phase there was no evidence of pest infestation. SH advised she would write to all residents to ensure this is not the case.	SH
6.2	Residents felt that access was being gained through the communal pipes, gaps to front entrance doors and holes chewed through walls by mice. It was asked whether the metal flap to entrance doors should close, many reported this faulty. SH advised that the metal flap will be looked into as a latent defect as a number of residents have reported this function not working	SH
6.3	SR advised that within Phase 2 it was advised that the second security mechanism where there	

6.4	are slats can be easily accessed and invalids her personal insurance. CS responded that fire standards and regulations are in place so that people can exit the building easily if a fire was to occur. MG advised the second door to Dawson Court currently won't shut. SH to investigate.	SH																				
7.0	Redecorations:																					
7.1	SH confirmed that the redecoration works has been completed within a number of blocks in Phase 1 and will continue to blocks in Phase 2. SH will circulate the artwork designs to residents within those areas for feedback.	SH																				
7.2	AS asked that these works are assessed regularly to prevent residents from having to ask for the communal areas to be redecorated/touched up where required.. HJ advised that the plastic sealant to Beeching Court front entrance needed repairing. SH to investigate.	SH																				
8.0	Security:																					
8.1	DY explained to residents the ward his team (South Acton) cover and gave an update on crime figures for the local areas. The update was: <table border="1"> <thead> <tr> <th></th> <th>South Acton</th> <th>Southfields</th> <th>Acton Central</th> </tr> </thead> <tbody> <tr> <td>Burglary</td> <td>17</td> <td>7</td> <td>21</td> </tr> <tr> <td>Theft of Motor Vehicle</td> <td>10</td> <td>8</td> <td>5</td> </tr> <tr> <td>Theft from Motor Vehicle</td> <td>19</td> <td>46</td> <td>22</td> </tr> <tr> <td>Robbery</td> <td>3</td> <td>11</td> <td>8</td> </tr> </tbody> </table>		South Acton	Southfields	Acton Central	Burglary	17	7	21	Theft of Motor Vehicle	10	8	5	Theft from Motor Vehicle	19	46	22	Robbery	3	11	8	
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8.2	DY explained he works closely with Shakira on issues such as the recent bike thefts in Phase 1 where the CCTV was good. Two suspects were seen on the footage using power tools to cut through bike locks. The suspect's photos have been released however neither suspect have been identified or arrested at this time.																					
8.3	DY encouraged residents to report any issues using Tel: 101 (for non-emergencies) or Tel: 999 in the call of any emergency. Incidents can also be reported anonymously to crime stoppers on Tel: 0800555111.																					
8.4	Multiple residents expressed concern over drug dealing in South Acton park. DY advised police will patrol where issues are reported using a mix of uniformed and plain clothed officers.																					
8.5	DY advised the residents that the crime where two suspects had used the firebox key and master key to access postal boxes has resulted in the identification and arrest of two people.																					
8.6	It was asked whether the fire drop key system should be in place as the keys are readily available through online retailers. DY explained these are used by emergency services. CS advised that having this in place is not referenced in planning and fire regulations nor is there a legal requirement for these to be in place. DY reassured residents that he has not experienced crime through this system previously and that access is only given to the communal areas.																					
8.7	CT explained she had encountered someone looking through cars late at night and encouraged others not to leave valuable items visible within the cars overnight.																					
8.8	SH advised residents that the emergency access panels from the Phase 1 Courtyard into each building will be changed to automatically reset if activated.																					

8.9	SH updated residents that the request for additional CCTV is going through L&Q estate improvement where a panel will review the application around April/May 2017. JD added this would not be chargeable to residents. SS asked if residents put together a petition would this support this process, it was agreed this would support any applications.	
8.10	SH advised that frosting will be added to Warton Courts bike store door to increase security. This will be monitored and should be in place by the end of February.	
8.11	WB asked whether a lock would be installed in Wyatt Courts bike store. SH confirmed a combination lock will be put in place.	
8.12	It was asked whether an estate improvement could take place to deepen post boxes. SH will look into this and update residents.	SH
8.13	HJ asked for signage to Beeching Courts entrance button – stating do not use emergency button. SH to look into this.	SH
8.14	MV advised her letterbox flap had broken.	
9.0	AOB:	
9.1	CPZ Parking Control: Residents advised that signage is on the lamp posts for the CPZ consultation. It was asked where the patrol would take place, SH to provide residents with a map.	
9.2	Phase 2 Lighting: ML confirmed that Acton Gardens will be adding a screen filming to the lighting to ensure these are not as bright. A sample floor level will initially be changed to ensure the light levels and filtrations are correct. Once this has taken place over the next few weeks a roll-out programme will begin. Residents asked to be involved and give feedback to this.	ML/SH
9.3	Warton & Wyatt Court's Lift: Homeowners asked whether the noise notification and floor announcements volume could be lowered.	SH
9.4	Phase 1's Communal Garden Lighting: Residents report the lighting not working.	
9.5	NACD Telephone Line: SH will clarify whether there are two working lines for the NACD Intercom system as there should be.	
9.6	Phase 3.1 Retail Unit: ML advised that over the next few weeks the contracts and agreements between the provider should be in place. It was asked the delivery times which ML confirmed the organisation involved are aware this is a residential area and would be as respectful as possible. ML was advised that a bollard is missing around that area.	ML
9.7	Bathroom Pipes: DM explained she had experienced an issue where a bathroom pipe does not access the roof due to wildlife becoming trapped. She explained her valve was faulty and needed replacing as this neutralises odours. L&Q's direct maintenance operative attended and placed paper over the area where the valve was in place. SH to liaise with DM to ensure the valve is replaced and working.	SH
9.8	Caretaking Service: It was asked whether the caretaking team could water plants and remove hazard signs between stair cases and lifts as these are left out all day. SH agreed to feed this back to the caretaking team.	
9.8	Recessed Lighting within Homes: Residents expressed dissatisfaction at having the recessed lighting within their home as the bulbs can not easily be replaced. Some owners have completely	SH

9.9	changed their lighting. SH to liaise with the affected residents and Countryside. Text Messages: Residents have asked to receive texts days in advance rather than on the day.	
The next residents meeting will take place in 4-6 weeks time. Date to be confirmed.		