



**Minutes of Phase 1 Residents Group Meeting**  
**Thursday 7<sup>th</sup> July 2016 – Oaktree Community Centre, Osbourne Road, W3 8SJ**

**Attendants:**

Shakira Henry (SH) – Property Manager, L&Q  
 Toni Hodson (TH) – Regeneration Co-ordinator  
 Janet Coker (JC) – Flat 9 Beeching Court  
 Marta Nunes (MN) – Flat 31 Beeching Court  
 Jonathan McDougall (JM) – Flat 15 Warton Court  
 Dr Sachin Suchak (DS) – 24 Wyatt Court  
 Robert Smith (RS) – 3 Crayford Court  
 Helen Julien (HJ)– 21 Beeching Court  
 Alex Ikhelis (AI) – 22 Warton Court  
 Emma Russell (ER) – 5 Warton Court  
 Tina Halpin (TH) – 24 Richard Court  
 Andre Sbardello (AS) – 17 Wyatt Court  
 Paul Davie (PD) – 9 Packington Road  
 Esther Mcdonnell (EM) – 1 Stapleton Court  
 Margaret Villars (MV) – 12 Richard Court  
 Josephine Grant (JG) – 6 Stapleton Court  
 Malika Shermatova (MS) – 7 Warton Court  
 Bee Poh (BP) – 7 Stapleton Court  
 Warren Baxter – 3 Wyatt Court

<b>1</b>	<b>Introductions &amp; Apologies</b>
1.1	Ms Smy – 15 Wyatt Court (Apologies) Ms Hajira Mahomed – 15 Wyatt Court (Apologies) Ana Payman – 3 Dawson Court (Apologies) Tim Ogunlesi – 20 Richard Court (Apologies)
<b>2</b>	<b>Agree Minutes of Last Meeting</b>
2.1	Minutes of last meeting were agreed. No additional comments received.
<b>3</b>	<b>Outstanding Actions</b>
3.1	SH confirmed that an additional CCTV camera has since been installed to the Warton Court bike store and is fully functioning.
3.2	A request was received from residents (15 Wyatt Court) to consider Wyatt Court for additional CCTV as bike thefts also occurred there previously. SH advised that Warton Court was the main focus due to the number of thefts and the concern of the security to the bike store door. SH advised that she will look into the option of additional CCTV however this would have to be consulted with residents as it would involve an increase to service

	charges. The additional CCTV to Warton Court was installed at no additional cost to residents.
3.3	SH advised that she had also spoken to Ealing Council regarding additional CCTV on All Saints Road and they advised to email the Safer Communities team to look into.
3.4	SH advised that all doors have been checked and functioning as they should. With regards to the mag locks, SH advised that Countryside have stated that they have strengthened the mag lock further to the bike store door for Warton Court. SH has requested confirmation of the strength that the mag lock has been upgraded to but also advised the door was checked and could not be pulled open.
3.5	SH advised that the request for additional fencing to Phase 1 was submitted as an estate improvement but is yet to be agreed. The referral is submitted to a panel that approve the project based on priority and need. As there are other estates that require more priority improvements these will be considered first. SH will continue to monitor this as there may be an opportunity for this project to go ahead later on in the year providing funding is available.
3.6	SH advised that the maintenance of the street trees in South Acton is carried out by Ealing Council on a 3 year programme. South Acton was scheduled to have works done in 2015/16. SH will confirm with Ealing Council what works were carried out. Next scheduled tree maintenance is 2018/19 however Ealing will address any health and safety concerns when required.
3.7	SH advised that the communal entrance to Beeching Court appears to be working fine as no reports have been received since January 2016. JC advised that it still does open by itself intermittently but has improved. SH advised residents should report it on any occasion that this occurs however will arrange for the door to be investigated further.
3.8	Regarding the bin store door to Beeching Court, SH advised that they had not noted the door being left open as frequently. However signs are on order to place by the doors to further inform residents not to use it as an exit.
3.9	HJ mentioned that the bin men are not locking back the doors. SH will report this to Ealing as they have keys and have been instructed to re-secure the bin stores following the return of the bins. JC requested signage requesting residents clean up any spillages when transporting their rubbish.
3.10	SH confirmed that the window cleaning had commenced as of Monday 13 <sup>th</sup> June 2016 and will continue on a fortnightly basis. This service is for communal windows only. SS asked if the out-facing personal balconies would be cleaned as they can not be easily reached. SH will check to confirm if part of the programme.
3.11	SH advised that she will be meeting a company to consider art samples and plants for the ground floor communal lobby areas.
3.12	SH advised that the cyclical redecoration programme is on a 6 – 8 year programme dependant on the funding. As South Acton is new any redecoration would not be considered until at least 2018. Residents believe this is unacceptable due to the current condition of the walls.

3.13	SH advised she would ask if the mobile caretaking team could assist with this and provide an update at the next meeting.
3.14	JC advised that Beeching Court also required touch up works and felt that if they were not done residents would begin to not take care of the building. JC asked whether a regular programme could be put in place for the caretakers to paint scratches and dents to avoid further disrepairs.
3.15	HJ asked when the front entrance to Beeching Court is due to be washed as it is dirty. SH will discuss this with the mobile caretaker service.
3.16	SH advised that Hayden Tuck from Ealing Council has since left the organisation. He was the main contact managing the proposed CPZ scheme. SH has made contact and is waiting for an update as to the progress of the scheme and the double yellow lines on Packington Road.
3.17	JC advised the group that Cathyann Thomas (CT) will be bringing the parking matter up at the next board meeting to request support from the councillors for further action.
3.18	Residents discussed that having small bins located near the mailboxes prevents unwanted mail being left on the floor. SH advised that she will make further signage to remind residents to not leave any unwanted post in the communal area.
3.19	SH advised that all Nova lift notices should be removed. AS advised there is still one located on the sixth floor in Wyatt Court.
3.20	SH explained to residents that the charges from L&Q Energy had increased significantly due to not being set sufficiently to cover the gas and the running of the energy centre. SS advised the group if charges are increased to this extent again without further explanations he will consider approaching Ofgem. Residents asked that notifications are issued justifying the reasons for any increases. SH will feed this back to the L&Q Energy team.
3.21	SH confirmed that residents will not be reimbursed any costs for loss of services if that has been the cause of a local power cut. However if there is a loss of services due to the equipment failing etc L&Q Energy will consider reimbursing the standing daily charge for the period of time with out any services.
3.22	Residents requested automatic checks to be put in place where there are power cuts as it delays the time residents are without services. SH advised the system should come on once power has been restored and will investigate this further. SH will look into a recent incident on the 02/06/16 where power was lost on Phase 2.
3.23	SH explained the reason for the two entries for Sinking Fund on the service charge statement is due to contributions required at Estate Level and Block Level. SS requested that more information is provided with the service charge information in future to obtain a better understanding of the different charges.
3.24	SH advised that the double socket in the bin store to Wyatt/ Warton Court has since been relocated and working. AS confirmed he had checked it also and confirmed the same.



3.25	SH explained the Phase 1 car park lighting cost is an estimate and when the final charges are confirmed this can be reviewed at that time.
3.26	TH advised that the walls located next to her balcony are bubbling and wanted to know if anyone else had the same experience. SH to chase for an update.
3.27	BP advised her balcony had standing water and was advised this is the design of the balcony and there are no defects. SH agreed to look into this.
3.28	SH explained that Countryside has since installed filters to reduce the brightness of the lighting to Phase 2 communal podium side. However L&Q are not happy with this option as it is not cost effective if still using the same amount of energy.
3.29	Residents have requested for every other light bulb to be removed on each floor level to reduce the energy being used or timers so they only come when needed. It was also mentioned that some of the lights were on during the day. SH will investigate this.
3.30	Residents advised that the lighting on Phase 1 in the podium area has not been working since the power cut. SH to report.
<b>4</b>	<b>Mice</b>
4.1	SH confirmed no further reports received regarding sightings of mice. All residents agreed this agenda item can now be removed.
<b>5</b>	<b>Noise Nuisance</b>
5.1	SH confirmed a letter had been issued to Phase 2 regarding use of the courtyard etc and will arrange for a Phase 1 letter to be issued by Friday 15 <sup>th</sup> July 2016. SH has agreed to ensure it mentions the use of the courtyard, junk mail and using washing machines at late hours.
5.2	Residents reported hearing vehicles wheel spinning from the nearby industrial estate who then ride around the building late at night. SH will inform the Safer Neighbourhood Team as this is taking place a few nights a week.
5.3	MV advised the group she was experiencing noise nuisance from the flats above her. She explained it was a thumping noise every evening after 8pm. SH requested to discuss this further with MV following the meeting.
5.4	Residents explained hearing foxes in the early morning. SH advised any concerns to be reported to Ealing Council.
<b>6</b>	<b>Phase 2 Summer Party</b>
6.1	SH advised that there will be a resident summer event on Thursday 18 <sup>th</sup> August 2016 from 3.00pm – 7.00pm within the Phase 2 courtyard. The event will be for residents of phase 1

	and 2 and posters will be displayed shortly to advertise the event. If residents would like to get involved in any way they can contact SH.
<b>7</b>	<b>AOB</b>
7.1	Residents advised that dumping of household waste is taking place outside the Catalyst Houses on Packington Road as a regular occurrence. SH explained that there has been a change in the refuse collection which is causing a disruption to the services but will report this to Ealing Council.
7.2	Residents advised that All Saints Road is not being cleaned and there is a lot of litter. SH will report this matter to Ealing Council.
7.3	WB advised that a recent event had taken place where he experienced rocks being thrown at him by youths outside the marketing suite. He confirms this was reported to the Police. Resident was advised to contact the local Safer Neighbourhood Team should this occur again.
7.4	WB explained that his family had recently experienced someone trying to access their home through their balcony doors which leads on to the communal podium area. Other residents had not experienced this but advised the communal doors leading to the podium area are often open.
7.5	WB wanted to know what would be done about access to their home i.e. installing cameras. SH advised this would have to be considered as an estate improvement as it would involve additional costs. SH confirmed a bid had already been made to install emergency access panels that reset themselves to increase the security to podium exits but this is yet to be approved.
7.6	SH requested further information for the alleged attempted break in from WB to obtain any CCTV footage. WB advised the incident took place on Sunday 3 <sup>rd</sup> July 2016 between 7.45pm and 11.45pm.
7.7	WB asked if any damage is caused to the pipes connected to the plant pots that would be responsible for the costs. SH confirmed unless the perpetrator can be identified any costs for repairs will be shared by all residents.
7.8	Resident advised that the plants within the internal communal areas (Stapleton Court) have died. SH advised the caretaker would water the plants.
7.9	SH confirmed that there will be some improvements made shortly to Phase 1 courtyard to improve the grounds maintenance.
8.0	Residents discussed utilising the existing Facebook page to advertise local services such as handymen etc. SH advised not all residents may be able to use or access the Facebook page but the email group can also be used.
8.1	Resident (20 Richard Court) submitted a request regarding the zip car hire and the availability of vehicles. There initially was 2 cars but has now changed to one van and one car and wanted to query this. SH advised she will contact zip car to advise and update TO.



8.2 8.3 8.4 8.5 8.6	<p>SH to investigate whether there is a faulty batch of smoke alarms around as a few residents from Phase 2 have had to have theirs changed.</p> <p>SH confirmed a small retail store will be in place within Phase 3.1 and is expected to be a Sainsbury's. Contracts are still being negotiated but it is expected to be opened approx. September/ October 2016.</p> <p>Residents asked for a general update on the regeneration. TH explained that the re-phasing is still taking place and is to be confirmed in the nearby future. The master plan is being updated to reflect the proposed acceleration of the regeneration project to approx. 2024 instead of the original 2027.</p> <p>SH advised the group that at the next community board meeting colleagues from L&amp;Q's Service Charge team will be attending to explain how calculations are formed. SH invited residents to attend but to please advise ahead to accommodate additional numbers. TH also asked for any questions to be submitted ahead of the meeting.</p> <p>JM advised that there appears to be something loose within the Warton Court lift causing a funny noise when used. SH will arrange for this to be reported. Resident also requested for the volume to be reduced for the announcements when you get to each level. SH advised this had already been requested and assumed it was completed. SH will look into this.</p>
	<p style="text-align: center;"><b>The next meeting is scheduled for September 2016, date to be confirmed. A volunteer to chair the next meeting is required. A volunteer is also needed to take the minutes.</b></p>