

Minutes of the L&Q Residents Meeting
 Tuesday 27 June 2017 between 19:00-20:30pm
 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

Resident Attendees:

Janet Coker (JC) Marta Nunes (MN) Warren Baxter (WB) Esther McDonald (EM)	Sandeep Mestry (SM) Chris Smith-Wong (CS) Elizabeth Halpin (EH)	Cathyann Thomas (CT) Andre Sbardellotto (AS) Benjamin Ahmed – (BA)	Sachin Suchak (SS) Marisa Goves (MG) Rachel Councill (RC)
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1.0	Introduction & Apologies:	
1.1	SH welcomed everyone to the meeting. SH explained the agenda, fire safety updates, action plan updates and general information was available on the table to the back of the hall.	
2.0	Minutes of the Last Meeting:	
2.1	EM wished to be added as attendee to the previous meetings minutes. The minutes were then agreed by all.	
3.0	Action Plan Update: Heating and Hot Water Update	
3.1	SH advised the residents that a recent disruption to the service for Phase 2 was due to a detector being activated. SH confirmed this incident was unrelated to the recent improvement works that had taken place, most residents confirmed they had not noticed the disruption.	
3.2	SH explained that all the breakdown histories are being reviewed for the homes within Phase 1. This will ensure that the compensation for disruptions of hot water and heating can be calculated on an individual basis. SH further added that there are still some queries that are outstanding which is affecting the delay for the compensation being sent, a further five days are required for compensation to be awarded, each resident will receive in writing the amount they are due.	
3.3	SH asked that any receipts be submitted where home owners have had work completed by Orchard Plumbing. SS advised that he had paid in cash and no receipt had been received. SS was now unable to contact Michael from Orchard Plumbing as he was unresponsive to emails or telephone calls. Residents are concerned they are unable to evidence the works that were completed for a refund. PD urged L&Q and Countryside both contact the organisation as Countryside representatives recommended their services. SH will contact Orchard Plumbing for an update.	SH
3.4	It was asked that John Dakin (JD) add a signature to future emails as residents were unsure of John's position within L&Q. SH confirmed John Dakin is the Residents Services Manager for L&Q and is SH's line manager.	JD
3.5	It was agreed that as representation from L&Q Gas Surveyor and Countryside were not at the	

	<p>evenings meeting that another meeting would be scheduled over the next few weeks. SH to rearrange.</p>	SH
4.0	Action Plan Review: Compensation	
4.1	<p>PD expressed his concerns over an email received from JD stating he would not qualify for compensation or goodwill payments over his hot water and heating issues he experienced. PD explained there was an incident in November/December 2016 where he was affected, he asked for the logs and incidents to be made available.</p>	SH
4.2	<p>EM voiced her concern that when there is a communal issue calls aren't logged as L&Q Direct often confirm that multiple reports have already been received and that action is being taken. When making compensation claims if a call is not logged residents are concerned they may not be eligible for compensation.</p>	
4.3	<p>Residents agreed that it was unacceptable that they having to chase their compensation entitlement.</p>	
4.4	<p>WB explained that he had experienced an issue with HSM where he was awaiting parts from around three months ago. Since he has received a letter asking to service his HIU but explained without the repair being completed the service cannot take place. SH to investigate.</p>	SH
4.5	<p>CS advised the meeting that when HSM operatives had visited his home they had complained about previous operatives work and their organisation. SH confirmed that HSM's conduct had been previously mentioned and Mandy Bailey (MB) would look into this. MB to provide an update. WB asked whether a HSM representative could be invited to the next residents meeting, SH to ask HSM.</p>	MB SH
5.0	Action Plan Review: Service Charges	
5.1	<p>SH confirmed she had received multiple individual queries following the recent service charge information provide for the 2015/2016 finals. SH asked everyone to please directly contact the Service Charge Team for their queries to be responded to.</p>	
5.2	<p>SH explained that the Service Charge Team are currently focusing on producing the 2016/2017 finals information and therefore the agreed surgeries are being rescheduled. Residents felt it is important that a representative from this team be available be accountable to explain in depth the charges.</p>	
5.3	<p>Residents asked for confirmation of the Service Charge Teams contact details and the time frames that information can be requested and the turn around time for replies. SH to provide.</p>	SH
5.4	<p>It was discussed that one of the residents had noticed what they thought was mistakes in the service charge spreadsheet, it was confirmed that more information and clarity needed to be provided so residents can fully understand the breakdown as this was not an error.</p>	
5.5	<p>Residents asked that the group email contact on queries is maintained so everyone is informed of any service charge queries and can consider these collectively.</p>	
5.6	<p>SH reiterated that everyone is entitled to request their personal breakdown of their charges. SS felt this should not have to be asked for and that L&Q should be providing this automatically. SS explained to the group that previously the detailed breakdown was provided in writing however L&Q's approach had changed that this now needed to be individually requested.</p>	
5.7	<p>SH reminded everyone that the finals for 2016/2017 are anticipated to be released around</p>	

	<p>September where estimates can be reviewed against the actual costs.</p> <p>MG advised the meeting that the communal door to Dawson Court is faulty a majority of the time and the intercom intermittently functions. SH explained L&Q are aware of this building door issues with any entrance door repairs being considered priorities for repair. MG added this had been outstanding for 2 weeks, SH to investigate.</p>	SH
<p>6.0</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p>Action Plan Review: Pest Control Update</p> <p>SH confirmed that all residents had been written to asking for those affected to contact SH. SH advised the meeting that minimal responses were received indicating that fewer properties are being affected by mice than presumed.</p> <p>SH verified that a rolling programme is being considered where costs are being sought and that a further update will be provided at the next residents meeting.</p> <p>JC confirmed that she had previously seen a mouse on her balcony, all agreed dropping were no longer been found. CS mentioned that a neighbour in Wyatt court had experienced mice in their food cupboards. SH asked CS to advise this household to directly contact her.</p> <p>SH added that a specialist pest control company was being used who had confirmed little activity through their baiting programme. JC confirmed that baiting programmes may take time but are effective. It was confirmed that black boxes within the communal areas are baiting boxes and should not be moved or touched.</p>	CS
<p>7.0</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p> <p>7.5</p> <p>7.6</p>	<p>Action Plan Review: Improvements Update</p> <p>Phase 1 Fencing: SH confirmed that fencing to the perimeter of Phase 1 is being installed.</p> <p>Phase 1 Letterbox Restrictors & Locks: SH explained she is looking into installing restrictors to the Phase 1 letterboxes to prevent people being able to access the boxes from the outside. Residents were concerned over identify theft. SH explained that it is being looked into whether the master key system for the post boxes currently in place could be changed.</p> <p>Phase 1 Additional CCTV: SH updated residents that the request for additional CCTV had not been approved to date. WB asked whether the camera would be installed to Wyatt Court. SH explained that an additional DVR would be required for any cameras as the existing system is at full capacity. AS asked that the specialist's recommendation be shared with residents, residents would also like information on the location of additional cameras and any other recommendations.</p> <p>Phase 1 Emergency Access Panels – Residents advised SH that numerous cable ties had been cut to the emergency access panels. MG asked how loud the alarm is if activated. SH to test and investigate.</p> <p>Phase 1 Communal Access Doors: Residents explained that not all access doors are correctly locking as the magnet may not always be engaging or can be blocked by litter.</p> <p>Phase 1 Bin Removal Incident: CS asked whether there was any update following an incident over the bank holiday where the bins were removed from the stores and the access doors left open. JC, MN & CT replied that Amey had emptied recycling bins during the holidays and recommended residents check online for their activity. SH will contact Amey Supervisor to confirm.</p>	SH SH SH

<p>8.0</p> <p>8.1</p> <p>8.2</p> <p>8.3</p>	<p>Action Plan Review: Phase 2 Lighting Update</p> <p>SH explained that Countryside would be fitting a film over the existing Phase 2 lighting. This will be completed one floor at a time. Residents have asked for the lighting to be turned off during daylight as multiple floors are on at any time.</p> <p>SH advised that ML had confirmed the sensors had been adjusted. SH will investigate Shanklin and Crayford Courts as there still may be issues here.</p> <p>WB advised that he was unable to change his internal spotlights. This has been reported to Countryside. Residents have asked to be provided with information from Countryside and L&Q over suppliers for bulb replacement and the process of replacing these.</p>	<p>SH/ ML</p>
<p>9.0</p> <p>9.1</p>	<p>Action Plan Review: Apartment Door Seals</p> <p>Residents have asked for an update over their apparent door seals from Countryside. Residents are concerned their doors are no complaint with fire regulations as there is no active seal to prevent fire spread.</p>	<p>ML</p>
<p>10.0</p> <p>10.1</p> <p>10.2</p> <p>10.3</p> <p>10.4</p> <p>10.5</p> <p>10.6</p> <p>10.7</p>	<p>Any Other Business</p> <p>Fire Inspections: MG asked for an update on safety checks. SH updated residents that all buildings over six storeys were inspected by 23rd June. EM asked for residents to be able to access this report. EM asked for confirmation to be provided that the Phase 2 decking access was not a fire risk.</p> <p>Phase 1 Potted Trees: CAT expressed concern over the trees that were potted in the Phase 1 communal garden. SH confirmed some of these trees are due to be replaced by Cultivate London. Further gardening to the external areas is also taking place.</p> <p>NACD Line for Entry System: SH confirmed two telephone lines are in place for Phase 1 intercom system.</p> <p>Stapleton Court Plant Improvement: EM wished to thank SH for the Stapleton Court new planting.</p> <p>Phase 1 CCTV: WB advised SH that the door panel to Wyatt Court has not been working for a couple of weeks. WB also wished to advise SH that his patio has no effective drainage and he is concerned with any heavy rainfall that his home may be flooded. WB stated that it was agreed his drainage would be regularly cleared. SH to investigate.</p> <p>Phase 1 Caretaking: AS asked for confirmation as to whether there is both a caretaker and housekeeper. SH confirmed there is only one caretaker for the building. Residents expressed concern that the standards had dropped since Gertrude had been allocated to another location. Residents advised that windows are not cleaned regularly, bin stores not sanitised, patches have appeared on the floor. Residents would like the supervisor and manager to be aware of their dissatisfaction with recent standards. JC added that the noticeboard charts are being completed. SH confirmed that caretakers conduct checks every day including health and safety checks and ascertain any issues for cleaning or actions.</p> <p>Phase 1 Bike Theft: SH confirmed that the Police are involved following a recent bike theft in Phase 1. No arrests have taken place but this is a repeat offender.</p>	<p>SH/ ML</p> <p>SH</p>