

Minutes of the L&Q Residents Meeting
 Thursday 23 March 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

Resident Attendees:

| | | | |
|--|---|--|---|
| Janet Coker (JC) Helen Julien (HJ) Marta Nunes (MN) Warren Baxter (WB) Sachin Suchak (SS) Danae Manika (DM) | Rahim Kayumi (RK) Anjele George (AG) Beluna George (BG) Samantha Pink Scarf Lady Grey Beanie Guy | Robert Smith (RS) Ella Beard (EB) Marisa Goves (MG) Dean Shenton (DS) Kia Shenton (KS) Malika Benbavker (MBe) | Michael Renouf (MR) Mr Rodrigues Sandeep Mestry (SM) Benjamin Ahmed (BA) Patrick Johnson (PJ) |
|--|---|--|---|

| | | 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 | Action Plan Review: Service Charges | |
| 3.1 | SH explained the service charge representative was unable to attend that evenings meeting and confirmed the intention is to have a service charge drop in surgery in Aril once the new charges have been released. | |
| 3.2 | SS explained that the surgeries would be greater received if residents and homeowners were able to have a full breakdown of all costs and a detailed explanation of the costs ahead of the surgery taking place to allow residents time to investigate any queries and formulate their questions. | |
| 3.3 | SS explained that the increases are over the normal expected RPI/ CPI (Retail Prices Index and Consumer Price Index) and it is now unclear as to what services residents are paying for. It was agreed by all that having the full breakdown of all costs and a detailed explanation of the costs ahead of the surgery would help alleviate the concerns of residents and home owners. | |
| 3.4 | Some residents expressed concerns that they have emailed multiple times for this information which hadn't been received, and believed this should automatically have been sent as required by law. Residents expressed their frustrations year after year which the process of having to request detailed statements. All asked to be emailed or posted copies of the full statements two weeks ahead of the surgery being arranged. | |
| 3.5 | DM asked for texts to be sent where additional costs are likely to be incurred so residents can understand and be more aware of when these costs have taken place. It would be | |

| | | |
|------------|--|----|
| | greater appreciated if an official letter outlining the initial estimated costs and a full explanation of the extra charges and why this took place. | |
| 4.0 | Action Plan Review: Heating and Hot Water Update | |
| 4.1 | MB updated the residents and homeowners that flushing and further investigations are currently taking place. This has found the pumps to be on incorrect setting which required a system reset and additional sensors to be installed. | |
| 4.2 | The investigations also found debris in the system which caused some filters to become blocked. Over a 48 hour period (since 28 March) further flushing would be taking place to clear the system as well as individual appointments with households to reset HIU (Heat Interface Units), check meters and in some circumstances replacements parts are required. | |
| 4.3 | MB was asked what had taken place on the 08 March 2017. It was explained that adjustments to the boosters took place which should not have affected the household's services. | |
| 4.4 | Residents asked whether Phase 2 will be affected by the problems being experienced which are affecting all the Phase 1 homes. It was explained that the two Phases run off separate systems although these are physically held within the same plant room. Phase 2's system has a plate heat exchanger in place which will also stop the filter issues from taking place. | |
| 4.5 | MB was asked whether there is potential for the plate heat exchanger to be added to the Phase 1 system to improve the service. MB explained that the plate heat exchanger systems are not a design requirement and it is only a standard practice to upgrade old systems with this equipment. SS asked if issues are being experienced why this not being considered by L&Q. MB responded that long term changes to improve the system are due to the equipment's installation layout. It was asked if Countryside would pay for the change in system equipment and layout, MB responded this is unlikely. | |
| 4.6 | HJ asked whether the issues not relate to those experience four years ago. MB confirmed that the flow rate and pump issues are not related to previous issues as only recently were the inhibitor level and filter issues detected. MB reassured residents and home owners that the priority is now to resolve these repairs. | |
| 4.7 | MN asked how much time would be required for the issue to be resolved. MB confirmed that over the next 24 hours an improvement should be seen as the blockages are being removed. | |
| 4.8 | DM asked how debris had gotten into the system? DM as a home owner had employed a specialist who repeatedly flushed her system and replaced some of the systems components. MB advised the meeting that the once the system has been flushed the annual service will ensure the protective chemicals are at the correct levels within the system. | |
| 4.9 | Residents and home owners explained disappointment in the service received through Aldis as some had experienced guarantee's that operatives would return who did not. It was asked whether L&Q would employ a plumber, gardener and maintenance operative who would be completely dedicated to the Acton Gardens site. SH agreed the request will be looked into. | SH |
| 4.10 | 5 Dawson Court – explained that they had emailed to log their repair due to pins not working and replacement piping being required. They personally had experience a no show appointment from operatives wearing L&Q jackets. It was explained that Eldis will be | |

| | | |
|---|--|---------------------|
| | <p>completing the follow up work to all flats who have reported issues.</p> <p>4.11 Pink Scarf Lady – explained that their seemed to be no consistency when speaking with L&Q Direct. They were advised to avoid using water and to boil kettles to get a hot water supply. Residents and home owners found the level of customer services diabolical especially when using the out of hours service. Residents had experienced being informed that five residents needed to notify L&Q of the fault before any action would be taken and that the reports may not be considered an emergency.</p> <p>4.12 It was asked what systems L&Q have in place for the system. MB explained to the meeting that monthly checks are made to the plant room as well as the quarterly, six month and annual additional servicing or component checks.</p> <p>4.13 MB explained that inhibitors within the water only protect the existing supply and that a leak may have taken place which allowed oxidation into the fresh water causing the iron build up which caused the blockages to the filters. Investigations haven't identified the exact location or incident that caused the iron to be deposited into the system and that an analysis is currently taking place to determine how much debris is in the system.</p> | |
| <p>5.0</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p> <p>5.6</p> <p>5.7</p> <p>5.8</p> | <p>Action Plan Review: Insite Refunding & Compensation</p> <p>Residents and home owners asked whether they would be receiving Insite refunding for the service issues over the past few months. MB confirmed that the billing and compensation will be investigated once all the issues have been resolved.</p> <p>It was asked what the Insite standing charge cost covered as this was the largest portion of the bills. MB advised the meeting that this charge related to the service for sending out the invoices. SS explained that this charge had been increased without explanation and this was against Ofgen regulations.</p> <p>All asked for a written explanation of the rate changes. SH agreed to speak with L&Q Energy Team to investigate this and confirm what the exact charge covers so everyone can understand what provisions are being facilitated. It was questioned whether the provision of the heating and hot water supply, maintenance and servicing was covered within this charge.</p> <p>DM asked that a written statement be provided by Mark Ludlow of Countryside Properties to respond to why the system has issues within the first five years of operation. DM outlined that the price she paid for her home is not matching the expectations she was reassured of at the point of purchasing.</p> <p>MB agreed that written confirmation will be sent to all to outline the compensation that will be received.</p> <p>SS asked whether compensation would be received for an issue with Phase 1's parking gate. SH responded that residents would not have been charged for the repair and any service charges would not have been incurred over the period of the repair being required. SS asked for further transparency over the repairs to see exactly where the refund took place.</p> <p>It was asked whether there would be a refund for a period where the communal aerial was faulty. SH then reminded all that residents would not have been charged for the repair and any service charges would not have been incurred over the period of the repair being required. SH also added that any subscription charges would not be reimbursed.</p> <p>SH was reminded to investigate compensation for the Beeching Court lift from 2015.</p> | <p>SH</p> <p>ML</p> |

| | | |
|--|---|---------------------------|
| <p>6.0</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> | <p>Action Plan Review: Pest Control Update</p> <p>SH updated the meeting that identification has been taking place to find where mice are entering the Phase 1 building. Over this period activity is being monitor and feedback being given to L&Q. SH reassured the meeting that not all households are being affected.</p> <p>Residents outlined their belief that the design of the balconies has also led to an issue where mice are accessing and being heard within ceiling cavities. Other residents have seen mice going under the front entrance doors to individual households. MN asked for an update on the on-going baiting, SH will have an update Monday.</p> <p>Residents asked for an update on the front door flap mechanisms as a latent defect asking for Countryside to investigate this. All asked that any operatives investigating this also be employed weekends and evenings to avoid people being required to take annual leave.</p> | <p>ML</p> |
| <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>Action Plan Review: Redecorations and Improvements Update</p> <p>SH informed the meeting that covers had been added to the emergency access panels within the Phase 1 courtyards. This now required lifting and activates a siren when pressed.</p> <p>It was asked when the repair to the Phase 1's courtyard lighting would be investigated, SH would look into this.</p> <p>SH also advised residents that redecorations works and add installations had taken place to the various Phase 1 communal corridors.</p> <p>SH confirmed that bin store handles would be added to the Phase 1 store doors that week. That frosting had been added to the Wharton Court bike store doors and a lock access code would be added to Herrick Court and Wharton Court. A code will be emailed and text to residents.</p> <p>SH finally added that perimeter fencing will be added all around the Palmerston Road properties.</p> | <p>SH</p> |
| <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 provided an update from a written statement by Mark Ludlow, Countryside Properties. This update stated that the fittings to Phase 2 courtyard lighting was being replaced with a filming being added to dim the brightness of the lighting. This is being completed one landing at a time.</p> <p>Residents asked to be notified of the dates the works are being commenced.</p> <p>It was asked whether residents are paying for excessive lighting and shouldn't dimmer/ power saving bulbs be considered instead. SH updated that the lighting sensors are also being adjusted so the lighting is not on during daylight periods. SH/ML will provide an update at the next residents meeting.</p> | <p>ML/SH</p> <p>ML/SH</p> |
| <p>9.0</p> <p>9.1</p> | <p>Action Plan Review: Parking Permits</p> <p>It was asked whether parking permits and PCM monitoring is required for the Phase 2 car parking area as a fob is required to access the area. XXXX advised the meeting that he owned the space and had been fined for not displaying his permit. XXXX asked whether this was legal since he had never agreed to the parking control being in place for his</p> | |

| | | |
|------|---|--|
| 9.2 | <p>personal space. SH explained owners were given the opportunity to opt out of the service when this was put into place.</p> <p>XXXX explained that he appeal was rejected and he was looking into legal action against PCM and potentially L&Q for employing this contractor and being associated with their processes.</p> | |
| 10.0 | <p>Any Other Business</p> <p>10.1 Animal Hygiene: Residents have been experiencing dog mess being left on the Phase 1 courtyard. SH explained all pet owners are required to ask permission to own a pet and will write a reminder to residents over responsibilities.</p> <p>10.2 Refuse Room Bin Locks: Residents explained that the triangle lock to the refuse bin are sometimes locked which limits the amount of refuse that can be thrown away. It was asked that these are kept unlocked.</p> <p>10.3 Bulk Rubbish Information: It was asked that information on how to correctly dispose of unwanted refuse be provided or displayed.</p> <p>10.4 Freeview Signal: JC explained she was experiencing issues and asked if others were experiencing the same fault.</p> <p>10.5 Communal Events: SH was asked if an Easter event was being organised, SH responded that a summer event is being looked into.</p> <p>10.6 Power Cut: It was questioned how power cuts would impact the heating system in the future. MB updated residents that a system is being looked into which would notify both the contractor & L&Q of disruptions to the service. MB updated that the Service Level Agreement was four hours for a full system failure.</p> <p>10.7 Texts: Residents requested multiple texts and emails be sent when issues are being experienced with regular updates.</p> <p>10.8 CPZ Parking Control: An update was requested when this would be in place and whether parking would also cover Bollo Bridge Road. SH provided an update that PCM are in control of certain areas and a further determination is currently being undertaken to confirm public and private highway areas.</p> <p>10.9 Recent Break-in: Residents had asked whether there was a recent break-in to Drummond Court and what the CCTV had found. SH confirmed this was an isolated incident and no break-in had occurred.</p> | |