

Actions of the L&Q Residents Meeting
 Thursday 24 November 2016 between 19:00-21:00pm
 Main Hall, Oaktree Community Centre, Osborne Road, W3 8SJ

Attendees:

Shakira Henry (SH) – Chair – Property Manager for L&Q
 Valerie Bruce (VB) - Resident Services Manager for L&Q
 Mark Ludlow (ML) - Associate Director (Development) for Countryside Properties
 Les Hedges (LH) – Caretaking Team Leader for L&Q
 Katrina Lander (KL) – Service Charges Team Leader for L&Q
 Toni Hodson (TH) – Regeneration Co-ordinator for L&Q

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)
 Samuel Hood (SH)

		Action
1.0	Heating and Hot Water:	
1.1	SH explained to residents that reports were received from residents of no hot water or heating on the 11 th November. SH confirmed that L&Q's contractor – HSM attended throughout that weekend to investigate the issues. Text messages were sent to provide an update to residents on the Friday and following Monday as this service is not available at weekends. SH has since liaised with the gas management team and HSM to confirm the repair was due to a pump failure and faulty detector.	
1.2	Residents have asked whether there is a backup system in place for instances where the system does have a fault. ML confirmed there is not, as the building has been designed with the communal system in place with the capacity to supply heating and hot water to both Phase 1 and 2, with preventative measures in place for safety purposes such as the detectors of gas or leaks.	
1.3	SH advised the group that to improve L&Q's responses and services to residents the gas management team are looking to install a device which would notify L&Q of any failures or issues with the heating system so that updates can be provided to residents as soon as L&Q are notified.	
1.4	ML advised residents than an investigation will take place surrounding the automatic reset, whereby following power cuts the system currently needs an engineer to manually reactivate the system.	ML
1.5	?? advised that when she reported the issue to L&Q Direct she was advised that at least five other residents had to call L&Q Direct before an order will be raised. Other residents added that the contact centre are often unaware of communal issues and residents are made to feel like they are the only one experiencing the issue or the first to report it. Another resident raised their concern that the engineer was directly contacting them for access, directions and asked for the equipment's manual.	

<p>1.6</p> <p>1.7</p>	<p>Residents have asked for information on L&Q response times for repairs. SS also asked what is the level of service that should be expected from the communal system and how will the incidents be reflected in the service charges. SH replied that she is investigating what compensations residents will receive due to this incident and would like to thank everyone for their patience during this time. TO added this was the sixth incident of this nature. SH will continue to liaise with the gas team for updates and compensation as this will be calculated on an individual basis.</p> <p>MV asked whether the compensation will cover the cost of the electric heaters that had to be used and how this is calculated.</p>	<p>SH</p>
<p>2.0</p> <p>2.1</p> <p>2.2</p> <p>2.3</p> <p>2.4</p> <p>2.5</p>	<p>Service Charge Information:</p> <p>KL explained to residents that the service charges for new developments are initially estimated on the anticipated yearly costs. Once the services that are provided submit L&Q with regular invoices and bills the service charge team are able to provide residents with a more detailed explanation of the charges.</p> <p>KL explained that the service charges do include security/emergency lighting, caretaking costs and for leaseholders only - sinking funds which are proportioned at estate and block levels. KL advised that additional charges that differ from previous years are due to factors such as the overhead cost for the caretaking service where this was not previously included.</p> <p>KL advised residents with any queries to directly contact the team who can provide more detailed information in the first instance. Residents still asked for a more detailed breakdown at the initial point of receiving their summary to help with understanding and the acceptance of the charges.</p> <p>It was agreed to arrange drop in sessions when the estimates are released with representatives from the service charge team, these will be arranged around April 2017. SS asked how residents can automatically receive a detailed statement as L&Q's guide does not clarify that. KL will investigate this statement from L&Q's guide.</p> <p>Following a residents question SH confirmed that the caretaking service and grounds maintenance are separate for Phase 2. MV asked how are the costs monitored, VB explained that SH conducts regular estate inspections which residents are welcome to attend to inspect the building and surroundings looking at health and safety aspects but also ensuring the standards for services such as caretaking and grounds maintenance are kept high.</p>	<p>KL</p>
<p>3.0</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p>	<p>Caretaking Service:</p> <p>LH provided an explanation of the differences between a static and mobile caretaker. LH explained that the caretaker's schedules can be found on the communal noticeboards outlining the timeframe and activities caretakers will be conducting.</p> <p>LH advised the residents that two new apprentices have joined the team and have begun in phase 1, 2, 3.1 and 3.2.</p> <p>Residents asked whether the introduction of a bulk collection service could be considered through L&Q. LH explained that L&Q are looking into this potentially having this service in the future.</p> <p>LH confirmed to residents that a specialised piece of equipment has been purchased which will help clear the fallen leaves and will begin to be used next week to clear the surrounding walkways.</p>	

3.5	WB asked that the contractors using the leaf blowing equipment be notified that they are causing blockages to his households drainage system by blowing leaves into their gutters. SH will directly notify the contractor	SH
3.6	TO asked LH whether the caretakers should be reporting repairs, which LH confirmed they should be reporting. TO advised LH that there is a repair to the bike store and bin store light to Richard Court that the caretaker may have been aware of. LH confirmed he will reaffirm to the caretaking team about reporting issues.	LH
4.0	Cycle Storage Security:	
4.1	SH asked residents to report any thefts or incidents to the Police or Safer Neighbourhood Teams (SNT). Residents asked that a representative from the SNT attend the next meeting. JC advised the meeting that she attends the SNT Panel meetings and will speak with the highest office to confirm future meetings dates.	JC
4.2	Residents discussed bike thefts at both Warton and Wyatt Court. CSW & WB explained how they had confronted a suspect and asked if anyone had been charged as a result of the incidents. SH explained her partnership approach with the SNT.	
4.3	SH explained that any additional CCTV to buildings would need to be put forward as an estate improvement, this may have an impact of increasing service charges. Residents of Wyatt Court expressed an interest for increased security due to recent thefts and understood consultation may be necessary. Residents felt there is a design flaw to the Phase 1 doors. Residents of Richard Court were also concerned over a recent theft.	
4.4	CSW explained to residents his concerns regarding access into buildings from the communal courtyard. CSW explained that the condition of the garden to Phase 1 is deteriorating with damage to the grassed area and the plants pipe system. Residents agreed a concern over children running around the building and using emergency release buttons to access other cores.	
4.5	SH confirmed an improvement is taking place to the emergency release buttons to stop continuous access as children are misusing this. SH will also write to residents to remind them of their responsibilities and direct families involved with any damage will be spoken with. Residents asked whether CCTV could be added to the garden of Phase 1 and advised that the lighting needs repairing.	SH
4.6	Residents advised L&Q staff that they have experienced people smoking weed in the building and are concerned with their safety. VB expressed to residents that L&Q are proactive and engage directly with the enforcement agencies mainly the police/SNT, and reminded residents that they need to report any incidents directly and immediately to the police themselves for action to be taken.	
4.7	SS also discussed concerns over the fob entry system as recently there was an issue with residents being unable to access their building due to a fault with the fob system. SS identified the need for more updates as soon as an issue arising so residents know what actions are taking place and prevents further calls to L&Q Direct. SH will feedback the comments to L&Q Direct & NACD.	SH
5.0	Broken Shutter to Garage:	
5.1	SH explained that the broken shutter was reported on 11 November where the contractor James Automation attended the same day and secured the shutter into the open position. The works required to repair the shutter are extensive and it was explained the shutter will need to be kept open. SH concluded that the repair works will take place 1 st and 2 nd December.	

5.2	Residents expressed their concern over people now being able to openly access the parked cars or use the parking bays. SH agreed to ensure additional parking control checks take place until the repair works are concluded.	SH
5.3	Residents also advised that they have difficulty in accessing the car park as often parked cars block the entrance, it was asked whether the double yellow lines could be increased to this area or signage added. SH explained that a CPZ will commence in the area in the new year which should see a reduction in the volume of cars parking in the area.	
5.4	JC, MN & HJ who are members of the Acton Gardens Community Board advised the group the CPZ is an agenda item of each board meeting, where the residents have asked the local councillors to help ensure the CPZ is implemented as soon as possible. ML added that the delays were due to Catalyst Housing not confirming their residents eligibility to park in the CPZ zone.	JC
6.0	Letterbox Security:	
6.1	ML explained to residents that the most secure design for buildings is having a “through the wall delivery” service, this is what is in place to a majority of the courts. ML advised that having an indoor letterbox system compromises security as it can allow for tailgating and other organisations needing access codes.	
6.2	WB expressed a concern that the fire drop keys are easily obtainable through online retailers. ML explained that the system in place is as per regulations for the fire and emergency services and this will be looked into.	ML
6.3	HJ added that bin men are not securing the door after use and multiple door locks are damaged so the lock cannot engage correctly into its device. SH will investigate these doors and raise any repairs needed.	SH
7.0	Handles to Doors to Car Park & Bin Stores:	
7.1	SH explained that door closures are in place to all external doors to ensure they close naturally and the locking mechanism is activated. Residents have asked for door handles to be added. SH advised that handles would damage the natural closing system in place, however SH will request the caretaking team adjust the closures.	SH
8.0	Mice Infestation:	
8.1	SH confirmed that a site survey had taken place to investigate the reports of mice in Phase 1 by a specialist company. Residents expressed a concern of mice being seen on the fifth floor and asked what personal measures can be taken. SH confirmed that ensuring refuse is correctly disposed will limit encouragement of mice or other vermin to the bin stores. SH advised residents that it has been recommended that baiting is placed within Phase 1 and 2 to help alleviate the situation.	
8.2	WB asked whether under the front door entrances a ventilation flap should be closing as this allows mice to enter the building. SH advised she will investigate whether the ventilation flap system is faulty.	
8.3	Lady?? Asked how do L&Q effectively track the services and efficiency of the treatments. VB responded that initially site surveys are conducted where a programme will be identified through the specialist company who outline solutions to L&Q. The specialist company will regularly return to the site to see whether there is a reduction in activity or whether a permanent treatment plan is needed.	
8.4	Residents asked for regular updates and communications on the findings and outcome of	

	the treatments taking place.	SH
9.0	Other Agenda items:	
9.1	<p>The following agenda item will be responded to in Shakira's newsletter update to residents:</p> <ol style="list-style-type: none"> 1. Leaks Identified in Riser Cupboards 2. Odours in Communal Areas 3. Landscaping and Management of Courtyards 4. Fencing/Railing around Building 5. Artwork and Decorations in Communal Areas 6. Maintenance and Upkeep of Areas Surrounding the Buildings 7. Vehicle Access to Phase 1 Car Park 8. Car Park Gate to Phase 2 	SH
10.0	Action Plan:	
10.1	VB concluded the meeting re-assuring residents that a response to the group email will be sent with the action plan following the evening's meetings.	SH