



Minutes of Phase 1 & 2 Residents Group Meeting
Thursday 29th September 2016 – Oaktree Community Centre, Osbourne Road, W3 8SJ

Attendants:

Shakira Henry (SH) – Property Manager, L&Q
 Janet Coker (JC) – Flat 9 Beeching Court
 Robert Smith (RS) – 3 Crayford Court
 Helen Julien (HJ) – 21 Beeching Court
 Emma Russell (ER) – 5 Warton Court
 Tina Halpin (TH) – 24 Richard Court
 Esther McDonnell (EM) – 1 Stapleton Court
 Margaret Villars (MV) – 12 Richard Court
 Sophie Reid (SR) – 20 Richard Court
 Tim Ogunlesi (TR) – 20 Richard Court
 Anthony Senn (AS1) – 7 Richard Court
 Penny Theodorou (PT) – 27 Herrick Court
 Garabet Hartouniam (GH) – 2 Warton Court

1 Introductions & Apologies

- 1.1 Andre Sbardellotto (AS) – 17 Wyatt Court
 Malika Shermatova (MS) – 7 Warton Court
 Alex Ikhelis (AI) – 22 Warton Court
 Dr Sachin Suchak (DS) – 24 Wyatt Court
 Mahmood Nomaan (MN1) – 17 Beeching Court
 Nathan Lutz (NL) – 27 Richard Court

2 Agree Minutes of Last Meeting

- 2.1 Minutes of last meeting were agreed. No additional comments received.

3 Outstanding Actions

- 3.1 SH has arranged for NACD to attend site and provide a quote for additional CCTV. SH explained that Phase 1 currently has 2 Digital Video Recorders (DVR's) which serve 16 cameras each. There was one additional space on one of the DVR's and as Warton Court appears to be the most targeted this is where it was installed. Once the quote has been received SH will discuss with management the possibility of submitting the request via the 'Estate Improvement Programme'. SH to provide update at next meeting.
- 3.2 SH advised the Police had since visited the site following reports of CCTV cameras being vandalised. The Police officer who attended advised they can influence the possibility of this but does depend on the activities taking place. SH to continue to liaise with the Police and provide further updates.

3.3	SH also clarified that the CCTV cameras are not monitored 24 hours a day as L&Q do not have the provision for this. However the CCTV equipment is regularly maintained and serviced. SH has also confirmed that she has access to the CCTV equipment and if given an approx. time and date footage can be searched.
3.4	SH advised that Countryside have since agreed to change the external bike store to Warton Court to improve the security. SH to confirm the type of door being installed and the expected installation dates.
3.5	SH confirmed that she will obtain a final decision in November on the referral for fencing to the remaining perimeter of Phase 1.
3.6	SH advised that she is yet to receive an update on the Tree Programme and what works were recently carried out, however will continue to obtain this information.
3.7	SH advised that no further reports have been received regarding the communal front entrance to Beeching Court. JC advised it still opens by itself occasionally but not as much as it used to. SH has agreed to monitor this and will also send a general letter remind residents of the use of the door.
3.8	SH advised that all signage for bin stores and various communal areas are expected to be installed by the end of October.
3.9	HJ advised that doors are still not being locked by the refuse collection team. SH advised that the refuse team have since been informed and will continue to monitor this.
3.10	SH advised that she is due to meet the manager for the cleaning contract regarding the communal window cleaning on Tuesday 4 th October 2016. SH to provide update on the window cleaning provision. SH confirmed that the programme is for communal windows only which are all windows apart from those belonging to individual properties.
3.11	SH advised that she has since had to contact alternative companies regarding installing artwork and plants due to being let down by recommended supplier. SH to provide an update at the next meeting. GH requested that residents are informed of the artwork choices prior to being installed.
3.12	SH further confirmed that the cyclical redecoration programme is on a 6 – 8 year programme dependant on the funding and can not be altered to bring scheduled works further. SH has advised that the mobile caretaking team will be carrying out painting work over the next 2 weeks starting with Warton & Wyatt Court. JC asked if there was a yearly deep clean programme. SH confirmed there is not. GH asked if the external extractor fans to individual units would be cleaned as they look dirty. SH advised this needs to be maintained by the resident.
3.13	SH confirmed that the front entrances to Phase 1 blocks had been jet washed in July.
3.14	SH advised that there had been no further progression with the proposed CPZ due to waiting for information from Catalyst Housing. JC confirmed that this has since been escalated to the councillors to assist in accelerating.



3.15	<p>SH advised that the lighting to Phase 2 will be reviewed at the end of October. Following the install of filters the effect will need to be looked at during the darker evenings. SH has confirmed however that L&Q have expressed the concern of the same energy being used with these filters and would like other options provided. SR expressed that this was unacceptable and has suggested that the residents sign a petition to assist in rectifying this matter sufficiently. In addition lights are still on during the day. ER advised that the lights in Phase 1 courtyard were still not working. SH to chase this.</p>
4	<p>Security</p> <p>4.1 SH advised that following the bike thefts SH was able to find CCTV footage of the incidents and issue this to the Police. They have yet to identify the perpetrators however are still investigating the matter. ER asked if pictures of the alleged perpetrators could be provided to alert residents. SH agreed to discuss this with the Police.</p> <p>4.2 GH advised that people in the park were drinking and screaming late at night but had not reported this. SH agreed to recirculate contact information for various agencies to remind residents who to call.</p>
5	<p>Service Charges/Sinking Funds</p> <p>5.1 SH advised this topic had been placed on the agenda due to queries received from residents who were unable to attend the meeting however no specific information had been issued. Attendees had no queries and had received no recent information regarding the increase of service charges. SH will speak directly to those who made their enquiries.</p>
6	<p>Mice</p> <p>6.1 SH advised that due to receiving recent reports regarding pest activity this has been added back to the agenda. SH clarified that L&Q would not be providing any pest control within individual homes, however will be arranging this for the communal areas. SH to provide update on progress in next meeting.</p>
7	<p>Noise Nuisance</p> <p>7.1 SH advised that recent reports had been received with regards to noise nuisance from the communal courtyards and general consideration regarding the playing of music etc. TH advised that there were no concerns on Phase 2; however MV is still experiencing her personal noise issue. Residents of Phase 1 still have concerns with the communal courtyard being used as an extension of their homes. SH has agreed to speak to particular properties regarding the behaviour reported and will arrange for a further letter to be issued.</p>
8	<p>Planting Event</p> <p>8.1 SH advised that there will be a planting event in partnership with Cultivate London taking</p>



	<p>place on Saturday 15th October located on Phase 1. There will be some planting works which residents can get involved with. This is also an opportunity to get advice on plants and growing your own vegetables etc. In addition Cultivate London will have a selection of plants for sale.</p>
10	AOB
7.1	AS1 advised people may be accessing their external landing via the louvered window in the internal lobby areas. SH agreed to look into this.
7.2	MV advised the communal door on her floor leading to the external resident access is banging. SH agreed to attend to this.
	The next meeting is scheduled for Thursday 24th November 2016. Nathan has agreed to chair the next meeting however a volunteer is needed to take the minutes.