



Minutes of Phase 1 Residents Group Meeting
Thursday 3rd March 2016 – 112-114 Hardy Court, Bollo Bridge Road, South Acton

Attendants:

Shakira Henry (SH) – Property Manager, L&Q
 Janet Coker (JC) – Flat 9 Beeching Court
 Marta Nunes (MN) – Flat 31 Beeching Court
 Jonathan McDougall (JM) – Flat 15 Warton Court
 Cathyann Thomas (CT) – 27 Wyatt 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
 Garabet Hartouniam (GH) – 2 Warton Court
 Emma Russell (ER) – 5 Warton Court
 Tina Halpin (TH) – 24 Richard Court
 Peter Brown (PB) – 6 Shanklin Court
 Andre Sbardello (AS) – 17 Wyatt Court
 Tim Ogunlesi (TI) – 20 Richard Court
 Salim Ghoussayni (SG) – 14 Drummond Court
 Nathan Lutz (NL) – 27 Richard Court
 Susana Santos (SS) – 10 Packington Road
 Mahmood Nomaan (MN1) – 17 Beeching Court

1	Introductions & Apologies
1.1	Ms Smy – 15 Wyatt Court (Apologies) Ms Hajira Mahomed – 15 Wyatt Court (Apologies)
2	Security & CCTV
2.1	SH advised that the quote received for the additional CCTV to Warton Court bike store has been approved. SH to confirm the date of the install.
2.2	GH advised that the door leading to the car park is not closing properly and can still be pulled open. Also that the pedestrian gate is being left open. SH will check both doors to ensure they are both closing properly. SH also advised that the issue with the doors that only have one mag lock is still being looked into with Countryside as to other options. An update will be provided once received.
2.3	SH confirmed that the emergency access panels installed by the podium exits are often pressed allowing the doors to remain open until reset by the caretaker. SH advised that it is possible to consider other alternatives such as access panels that reset themselves and will submit this as an estate improvement.
2.4	GH asked about the additional fencing to the perimeter of Phase 1 as concerned about



<p>2.5</p>	<p>security. Also advised there were drinkers in the park opposite Warton Court and the hedging is quite high. JC advised she would contact the South Acton Safer Neighbourhood Ward to establish if this is an issue they are aware of. SH advised that the request for fencing needs to be submitted via the L&Q Estate Improvement scheme and approved by a residents panel. The results of the successful applications will be provided approximately July 2016. SH will keep the group updated.</p> <p>CA advised that it was quite dark when walking in the street as trees are covering the light and street lighting appears quite low. SH agreed to contact the council regarding the possibility of additional CCTV and cutting back of the trees.</p>
<p>3</p> <p>3.1</p> <p>3.2</p>	<p>3 Front Entrance Door – Beeching Court</p> <p>JC advised the door to Beeching Court occasionally opens by itself but has improved. Also advised the green push exit button gets stuck leaving the door open. SH confirmed that the switches had been removed by NACD to stop people tampering with the auto-function.</p> <p>HJ advised that the Beeching Court bin store doors leading to the street are being left open. SH advised that she will look into providing additional signage to prevent these doors from being used as an exit for residents.</p>
<p>4</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p> <p>4.5</p>	<p>4 Window Issues/ Redecorations</p> <p>SH confirmed that the forthcoming window cleaning programme is for communal windows only. Resident's windows will not be included in the programme. SH will confirm the date the service will commence.</p> <p>SH confirmed that Beeching Court has been painted on the ground floor and also has had their walls washed down.</p> <p>SH confirmed that a repair order for redecoration works to Wyatt Court following the leak has been raised and scheduled for the 16th March 2016. AS advised that the leak had not been repaired as the area felt wet recently. SH agreed to ensure the leak has been repaired prior to any redecoration works.</p> <p>AS and GH advised that they are not happy with the communal walls in Wyatt Court and Warton Court and feel that they should be freshened up at least once a year. SH advised that it would depend on the planned maintenance programme as to the frequency for the redecorations. Any redecorations completed outside of this programme could result in additional charges to residents. SH will confirm the frequency of the redecoration programme.</p> <p>SH also advised that funding has been received to install pictures/planting to ground floor communal areas. Further updates will be provided.</p>
<p>5</p> <p>5.1</p>	<p>5 Parking</p> <p>JC advised that Ealing Council had confirmed at the board meeting that a Controlled Parking Zone was going to be introduced with consultation commencing February 2016.</p>



5.2	<p>SH confirmed that this is the case and the CPZ will only be available to existing residents.</p> <p>SH will confirm if double yellow lines will remain on Packington Road.</p>
<p>6</p> <p>6.1</p>	<p>Mice</p> <p>SH confirmed that Budget Pest Control had carried out a block treatment but did not record any activity of mice. DS also confirmed that he had had no further sightings of mice. GH advised he had mice in his home last year. Residents agreed to keep this item on the agenda until the next meeting due to no recent reports of pest activity.</p>
<p>7</p> <p>7.1</p> <p>7.2</p> <p>7.3</p>	<p>Illegal Activity</p> <p>CA advised that someone had visited her home but was not aware if it was related to her defects inspection as no communication received. SH to check if the defects inspections has been scheduled.</p> <p>GH requested L&Q install a 'No Junk Mail' sign to the front of letterboxes. SH confirmed this would be down to the resident to attach to their own individual post box. SH agreed to look into placing signage in the front entrance to ensure residents do not leave their unwanted mail.</p> <p>Residents advised that unknown persons had been reported to be accessing the block confirming they work for L&Q. SH advised that she can check the CCTV providing date and time given to investigate.</p>
<p>8</p> <p>8.1</p> <p>8.2</p>	<p>Lifts</p> <p>JM advised that some damage has been caused to the lift in Warton Court possibly 7-10 days ago. SH agreed to check if there was any CCTV footage of the damage caused.</p> <p>SH confirmed that Nova Lifts are the company that maintain and service the lifts. Residents queried who to call when there is a lift repair as there are Nova notices in the lift advising them to call in an emergency. SH advised L&Q should be called by the resident in the first instance in the event of any repairs/ breakdowns. SH to look into the removal of the notices.</p>
<p>9</p> <p>9.1</p> <p>9.2</p>	<p>Service/ Utility Charges</p> <p>DS requested a response to his query relating to his concern of the percentage of heating increase and service charges. A letter had been received regarding changes taking place from the 1st of December 2015. SH advised she had requested a response from L&Q energy but yet to receive one but will chase and provide update prior to next meeting.</p> <p>TO advised that he had asked at the board meeting if residents would be reimbursed for the loss of service following the power cut. NL advised that he had been reimbursed for this. SH agreed to discuss with L&Q Energy team.</p>



9.3	PB queried why there were two charges for the sinking fund. SH agreed to look into this and provide an update.
10	AOB
10.1	SH confirmed that the leak to Herrick Court roof has been repaired and redecoration works completed.
10.2	CT advised there had been further missed bin collections. SH confirmed that any missed bin collections should be reported direct to Ealing Council.
10.3	SH confirmed a repair order had been raised to relocate the socket in the bin store. SH to confirm date of repair.
10.4	DS confirmed no further reports of loud music/parties but did not receive original nuisance letter issued. SH agreed to re-circulate this.
10.5	SH confirmed that details for JM and NL had been passed to Bianca Goulden to be invited to the next Design Sub – Group.
10.6	SS advised that she has been experiencing problems to her bathroom due to blocked drains. She has been advised that this is due to the mis-use of the system with inappropriate items such as wipes being flushed. SH confirmed that she had sent a letter to all residents to make them aware of this. However would arrange for the drainage system to be fully investigated to ensure it is not a design fault. NL advised that SS's property should have an individual stack and therefore not be affected by the block of flats.
10.7	HJ advised that Palmerston Road was quite dark and if anything can be done with the street lighting.
10.8	MN mentioned the lighting on Phase 2 still remained quite bright. SH advised Countryside were looking into this. SH to obtain update on progress.
10.9	PB asked when the current road closure on Bollo Bridge Road is due to end and asked if there will be any further ones. SH advised the road will reopen on Monday 7 th March and advised that residents are normally notified by letter direct from Countryside when a road closure is due.
10.10	PB advised that residents can opt out of receiving junk mail directly with Royal Mail.
10.11	GH advised that there is some guttering that is not aligned to the front of Warton Court causing water to leak when it rains. GH also confirmed he could hear a strange noise when inside his home but unsure as to what is the cause. AS and JM also advised they could hear the noise. DS advised he was currently having a noise issue being looked into which may be connected to the standpipe.
10.12	DS queried the cost of the service charge for the lighting to the underground car park as believed costs are too high. SH to investigate and provide update.



10.13	TH advised that she had experienced a leak from the balcony above but was unsure as to whether the repair works had been completed. SH agreed to look into this and confirm.
	<p style="text-align: center;">The next meeting is scheduled for June/July 2016, date to be confirmed. PB has kindly agreed to chair the next meeting. A volunteer is needed to take the minutes.</p>