

TOWER HAMLETS COMMUNITY HOUSING

BETHNAL GREEN AREA RESIDENTS BOARD MEETING

WEDNESDAY 18th JUNE 2008

ZANDER COURT COMMUNITY ROOM – COMMENCED AT 6.30pm

MINUTES

PRESENT

A. Ambrose	Achilles House (AA) Chair
J Benson	John Fielden House (JB)
F Hunt	Hector House (FH)
C Kellers	John Fielden House (CK)
L Thomas	Lysander House (LT)
R Farmer	John Cartwright House (RF)
J Grierson	William Rathbone House (WR)
M Colley	Nestor House (MC)
N Louison	Pritchard House (NL)
Y Aubert	Charles Dickens House (YA)
L Cosgrove	Ajax House (LC)
D Beal	Beechwood House (DB)

OFFICERS PRESENT

Elaine Hamilton	Community Housing Office Manager (EH) Minutes
Glyn Wiltshire	Repairs and Maintenance Manager (GW)
Irene Poole	Residents Participation Officer (IP)

DISTRIBUTION

All Above	Chief Executive
Michael Tyrrell	Director of Housing
David Eatwell	Director of Technical Services
Peter Exton	Director of Finance
Harneck Chilemba	Housing Services Manager
Compton Gustave	Community Development Manager
Simon Donovan	Corporate Administration Manager
Sheila Bradley	Acting Senior Development Manager
Paul Hill-Hottinger	Finance Manager
Janis Randall	Finance Manager
Olu Oloruntuyi	Community Housing Officer Manager S & W
Sirajul Islam	Human Resources Manager
Bridgett Bardwell	Policy & Communications Manager
Andrew Coleborn	Lettings Manager
Tracey Bellamy	Lettings Manager
Maryann Lowry	Repairs & Maintenance Manager
Glyn Wiltshire	Senior Development Manager
Annie Evans	

1. **APOLOGIES**

1.1 None

2 **NEW MILL CONSULTANTS – RESIDENTS TRAINING PRESENTATION**

2.1 The consultants did not attend the meeting.

2.2 Residents were unhappy at the standard of the letter that New Mill had sent to them directly. They also complained about THCH releasing their names and addresses to the Consultants without any consultation. After some discussion residents agreed that they did not want the presentation from New Mill. It was agreed that IP would forward the details of the training on offer and interested residents would contact IP to book any relevant training. **IP**

3 **AGREE THE MINUTES OF THE LAST MEETING**

3.1 The minutes of the last meeting were agreed.

4 **MATTERS ARISING**

4.1 **Item 3.2 – Community Development survey of residents re community facilities use** – SD reported that the survey had not been started due to staffing problems in the CDT.

4.1.2 Residents asked when this would actually take place and IP informed the meeting that the consultation would be done at the opening event on the 12th July. IP confirmed the event would be publicised further before it took place. **IP**

4.2 **Item 3.4 – Maintenance Procedures to include residents’ comments and GW to contact DB directly** – It was noted that there would be no action until October 2008. **GW**

4.3 **Item 3.5 - Tree works report queries on tree numbers 86 and 90** – GW reported that tree 86 at the rear of John Fielden House would be removed in the next few days and would be replaced at a later date in the Major Works landscape project.

4.3.1 GW also reported that the empty bay adjacent to tree 86 would be replanted with another tree in the Major Works landscape project.

4.4 **Item 3.5.1 – Tree 89** - GW reported a correction to his earlier report back. He stated that tree 89 had been removed by Apollo as it was diseased and a new tree would be planted in the same space in the Major Works landscape project.

4.4.1 DB asked when the missing tree at Beechwood House would be replaced and GW reported it would be replanted in the next few days. **GW**

4.5 **Item 3.6 – Lysander House works to block and bin area** – GW **GW**

reported there was no start date for the works yet and he confirmed consultation with residents would be arranged before the works commenced. He would advise when the works would be carried out at the next meeting.

- 4.5.1 GW also stated that THCH was still in discussions with LBTH about the possibility of URSs being installed. Residents once again stated that these discussions should not delay the other works. GW to report back at the next meeting on any progress re. URSs. **GW**
- 4.6 **Item 3.7 – Standard of horticultural weeding works on the estates-** GW reported that an estate inspection had been done on Mansford and Avebury East estates with Bow Landscapes and interested residents the previous day. He was pleased to note that the majority of weed work had been successful and he had been pleased with the amount of work the contractor had done. He stated that a couple of areas had been missed and the contractor would be undertaking that work shortly.
- 4.6.1 GW also reported that Bow Landscapes had been instructed to liaise directly with Apollo for access to site areas that were accessible and safe. Some areas of the estate would not have works carried out until Apollo had completed works for health and safety reasons.
- 4.6.2 MC stated that the weeds in and around the Minerva Estate, especially around the base of the buildings and edges of the grassed areas, were out of control and GW agreed to inspect and report back. **GW**
- 4.7 **Item 3.7.1 – Alternative method of control in the delivery of the weeding service -** GW reported that he was currently investigating if the contract could be amended and how any possible savings could be used to deliver a better controlled service. **GW**
- 4.8 **Item 3.12.1 – Standard of Apollo cleaning –** KP reported an agreement had been made with Apollo that where the quality of cleaning was a problem, THCH would make its own cleaning arrangements and recharge Apollo.
- 4.8.1 EH advised the meeting that the Development Team would check the estate each evening and where cleaning of a block was required, Estate Cleaners would undertake the work the following day on an overtime basis.
- 4.8.2 Residents were concerned about this arrangement as they stated Apollo were working in so many blocks at the same time and leaving mess everywhere. Plus, by the time the Cleaner started the work Apollo's operatives may have already returned to site, thus making any cleaning impossible. EH agreed to report the concerns to KP. **EH/KP**
- 4.9 **Item 3.13 – Materials on shed at 4 Joseph Priestly House -** DC reported that she and PE were dealing with this via a Members Enquiry and no further details could be provided at this time. **DC/PE**
- 4.10 **Item 3.14 – Spitalfields HA re-instating damage to THCH land on** **GW**

Dinmont- GW reported that SHA had not contacted him about when this would be done and he would chase the matter and report back to the next meeting. Residents ask for this issue to be escalated to the Director of Housing if SHA had not responded by the next meeting.

- 4.11 **Item 3.16– Rainwater drainpipe at Sebright House** – DB stated that although he accepted works had been carried out Ekbal Hussain had not contacted him as requested. GW agreed to check the matter and contact DB directly after the meeting. **GW**
- 4.12 **Item 3.23 – Best Block award** - EH reported that a number of blocks had scored “G” consistently over the previous twelve month period and so a block had to be chosen at random. The ARB agreed with the LHO’s recommendation that Apollo House be put forward as the ‘Best Block’ in the BG areas and EH would relay that decision to DE. **EH**
- 4.12.1 Residents stated they still did not understand why this procedure had been introduced and AA advised this was an item in THCH’s Corporate Plan. Residents asked AA to investigate if the procedure could be removed from the Corporate Plan, but if not they suggested it was amended to make the award meaningful to residents and suggested it could be called “best cleaned block”. **AA**
- 4.13 **Item 3.24 – Mixed parking contractor signage and damage to THCH blocks** - EH reported that she had been requested Citywatch to remove all old signage and make good any damage to the blocks from the removal. Citywatch had acknowledged the request and EH would update the meeting on any progress at the next meeting. **EH**
- 4.14 **Item 3.25 – Information to residents about the parking contract** - EH reported that the letter had been sent out.
- 4.15 **Item 4.1.2 – Heritage Social Art and Dance Group Grant application** – AA reported that the grant application had been presented to the JARB, who had supported the application. However as the amount applied for had been more £500, the application now had to be agreed by the Service Delivery Committee to be held on the 26th June 2008. **SDC**
- 4.16 AA informed the meeting that one of the first tasks of the new Community Development Manager would be to review the Small Grant procedure.
- 4.17 **Item 5.1.1 Marks on railings and stairs at Nestor House** – EH reported that the marks had been removed.
- 4.18 **Item 5.2 – Estate Cleaning Service Standards** - EH reported that the service standards document had been amended as agreed and presented the new document to the meeting. The estate cleaning service standards were agreed.
- 4.19 **Item 5.3 – Current window cleaning contract** – GW confirmed Mansford and Avebury East estates would be added to the current contract when the major works were complete.

- 4.20 **Item 6.1.1 – Lack of information on why a fair grade was awarded** - EH reported this was an error and that all gradings would be explained in future.
- 4.21 **Item 6.1.2 – Alphabetical order on estate inspection sheets** – EH reported that the blocks would be in alphabetical order from now on and residents noted the May reports had been amended.
- 4.22 **Item 6.2.1 – SNT service** - EH reported that she had invited the SNT team and CI Paul Revill to the meeting but no response had been received.
- 4.23 **Item 6.2.2 – ASB at Lysander House** – RJ reported that the information had been passed to the SNT and CPU teams – no identifications could be made from CCTV. The door entry had been checked after the meeting and no fault could be found.
- 4.23.1 LT updated the meeting. RJ had organised a contractor inspection of the door and LT had been present at the inspection. The engineer had informed further works by the THCH were required. EH agreed to check the position and update residents at the next meeting. **EH/RJ**
- 4.24 **Item 6.2.3 – ASB at Nelson Gardens** – EH reported that the resident had been contacted and details were passed to the SNT and CPU. No further problems had been reported.
- 4.25 **Item 6.2.4 – CPU service** – JB informed the meeting that a number of calls had been made to the CPU service by residents at John Fielden House and William Rathbone House. The CPU service had not responded or called the residents back with feedback. EH agreed to contact the CPU raise the concerns with them. **EH**
- 4.26 **Item 8.1 – Invite to CI Robert Revill to attend the meeting** – EH reported she had not received a response.
- 4.27 **Item 9.2 – Items on ground floor at Pritchard House** – EH reported that the items had been cleared.
- 5** **RESIDENT BUDDY**
- 5.1 IP introduced the report and advised the meeting she was looking to introduce the procedure to hopefully increase the number of residents who attended meetings.
- 5.2 IP asked for volunteers to accompany interested residents and LT was the only volunteer.
- 6** **REPORTS**
- 6.1 **Estate Inspections**
- 6.1.1 It was noted that estate inspection sheet on pages 2 and 3 of the report were incorrectly dated. **EH**

- 6.1.2 It was noted that Mansford Street blocks on page 2 of the report had not been graded. EH stated this had happened because of a communication error and confirmed that all blocks would be graded in future even if Apollo were working on the blocks. **EH**
- 6.1.3 It was noted that there was a large amount of ongoing items from the previous month on pages 4 and 5 of the report. EH stated that the majority of items were for Bow Landscapes and were hopefully resolved after the recent walkabout.
- 6.1.4 It was noted that the Mansford Street play area had not been deleted from the report at page 2 and EH agreed it would be deleted in future. **EH/CT**
- 6.1.5 It was noted that at pages 8-13 of the report the communal windows were graded as "F". Residents did not agree this could be the case if no communal window cleaning was taking place. JB and CHO to note for future inspections. **JB/GJ**
- 6.1.6 It was noted at page 15 of the report that the inspection had taken place on the 8th May but the action was dated as completed on the 27th May. Residents stated it was unclear whether the information meant the letter was sent on the 27th May or the items had been removed on the 27th May. EH agree that the warning letter action should have been dated and conformed this would be done in future **EH/AT**
- 6.1.7 AA commented that the door at Juno House was always open when she passed the block and asked that the door closer be examined to find out why this happened. **EH/AT**
- 6.1.8 LT commented that a required repair to the uneven flooring outside the Lysander House Chute Chamber had been ongoing for some time and stated it was a health and safety risk. GW agreed to inspect after the meeting and liaise with LT on the matter directly. **GW**
- 6.1.9 It was noted that at page 20 of the report a number of blocks had scored "P" ratings for individual items but had been awarded "G" grades overall which did not make sense. EH agreed this was incorrect as it had previously been agreed that a block scoring a "P" grade anywhere could not be awarded an overall "G" grading. **EH/AO**
- 6.1.10 It was noted that the AO had inspected the blocks at 10.30am on a Monday morning and residents felt Monday AM inspections were unfair on the estate cleaners. Residents asked that inspections were done on random basis every day of the week but carried out at PMs. **EH**

6.2 Anti-Social Behaviour

- 6.2.1 It was noted that ASB statistics for the other THCH offices had not been provided in the report.

6.3 Rents, Repairs, Voids, Telephones and Correspondence

- 6.3.1 DB stated that the results shown on the report didn't make sense and asked that further explanation on the figures was provided in future reports. **EH**
- 6.3.2 AA asked that item numbers were removed from the reports in future. These related to where these reports were discussed at other THCH meetings and so bore no relevance to the ARB agenda **EH**
- 7** **ARTICLES FOR UPDATE**
- 7.1 There were no suggestions.
- 8** **FUTURE AGENDA ITEMS**
- 8.1 Residents asked that the CPU be invited to the next meeting to discuss the current service being provided. **EH**
- 8.2 Residents asked EH to invite a police representative to the next meeting. **EH**
- 9** **ANY OTHER BUSINESS**
- 9.1 Residents complained about the poor service being delivered by the Council's Recycling team. A number of residents had asked for recycling bags recently and had been told the Council had no supplies. Residents also stated missed collections were still common. **EH**
- 9.1.1 AA informed the ARB that LBTH had given a presentation at the last JARB, which covered their proposal to collect food waste separately for all other recycled products. THCH had agreed to enter into discussions with LBTH on this with view to them conducting a pilot on one of its estates.
- 9.2 DB referred to the Minor Improvements works items that he and other ARB members had submitted and asked when residents would be told what works would be carried out.
- 9.2.1 AA informed the ARB that a list of the Minor Works suggested by all 3 areas had been drawn up by David Eatwell and recommendations on which ones would be prioritised in 2008/09 was due to be agreed at the Service Delivery meeting on 26th June 2008. AA stated that once the Committee had agreed these recommendations she would ask DE to arrange for details of the schemes to be provided to ARB members. **AA**
- 9.3 DB commented that the CHO had informed him the CCTV system at Beechwood/Sebright was not working correctly. EH confirmed that although there had been minor problems the system was fully operational.
- 9.4 DB stated that the Perspex windows at Beechwood/Sebright were not being cleaned properly. GW agreed to raise this with the contractor. **GW**

- 9.5 Residents commented on the very poor state of the garden at number 3 John Cartwright and asked the CHO to take relevant action. **EH/GJ**

- 9.6 FH reported a bike had been chained to the railings between Hector/Nestor for the last few days. **EH/AO**

- 9.7 JB reported an incorrectly sited Citywatch sign at John Fielden House and EH agreed the CHO would liaise directly with JB on this matter. **EH/GJ**

- 9.8 JG reported that marked Olli vans had again been noted blocking the visitor parking bay at William Rathbone House. EH agreed to remind Olli again that they can park elsewhere on the estate in marked vans provided they do not cause an obstruction. **EH**

- 9.9 FH reported that a number of residents wedge the door entry system open on a regular basis. He also stated rubbish and urine was being left in the left and residents were spitting on the block and lift walls. MC stated this happened in Nestor too and EH agreed to organise a block letter to both blocks. **EH**

- 9.10 MC asked if the oil spill an the visitor's bay outside Nestor House could be cleared. EH to refer this to the Estate Cleaning Supervisor **EH**

- 10** **DATE AND VENUE OF NEXT MEETING**

- 10.1 Residents noted the next meeting could not be held on the planned date as the Chair and other members could not attend. It was agreed that Wednesday 23rd July would be the next meeting date provided there were no other meetings that day and Zander Court was free. EH agreed to check and notify all attendees. **EH**

Signed.....

Date.....