

TOWER HAMLETS COMMUNITY HOUSING

BETHNAL GREEN AREA RESIDENTS BOARD MEETING

WEDNESDAY 17th JUNE 2009

ZANDER COURT COMMUNITY ROOM – COMMENCED AT 6.30pm

MINUTES

PRESENT

A. Ambrose	Achilles House (AA) Chair
J Benson	John Fielden House Vice Chair (JB1)
F Hunt	Hector House (FH)
J Bergonzi	William Channing House (JB2)
D Beal	Beechwood House (DB)
M Meir	Gwilym Maries House (MM)
L Thomas	Lysander House (LT)
R Farmer	John Cartwright House (RF)
V Davis	Thomas Burt House (VD)
J Grierson	William Rathbone House (JG1)
E Whitehead	Sebright House (EW)
C Kellers	John Fielden House (CK)
M Colley	Nestor House (MC)
J Amogh	Gwilym Maries House (JA)
C O'Donnell	Gwilym Maries House (CO)
J Boxall	William Rathbone House (JB3)
J Gardner	Charles Dickens House (JG2)

OFFICERS PRESENT

Elaine Hamilton	Community Housing Office Manager (EH) Minutes
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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	Acting Community Development Manager
Shamim Hossain	Corporate Administration Manager
Sheila Bradley	Senior Development Manager
Annie Evans	Finance Manager
Arum Sigavnanam	Finance Manager
Ajay Gajjar	Community Housing Officer Manager Shadwell
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	Community Housing Office Manager Spitalfields
Mina Rahman	

1. APOLOGIES

1.1 Apologies were received from Irene Poole.

2 DECLARATIONS OF INTEREST

2.1 There were no declarations of interest.

3 MINUTES OF THE LAST MEETING

3.1 It was noted that two comments at 7.21 were attributed to JB1 in error as JB2 actually made the comments.

4 MATTERS ARISING

4.1 **Item 5.3 – cost of tree works at Beechwood and Sebright Houses** EH/GW
– DB commented that he was still waiting for GW to respond on whether or not the costs had been reasonable.

4.2 **Item 5.4 – Missing tree at Beechwood and Sebright Houses** – EH EH
reported that Spitalfields HA had now agreed to replace the tree. A site meeting had taken place that day to agree where the tree would be sited and what type it would be. Planting would take place as soon as the correct planting time was agreed.

4.3 **Item 5.5 & 5.6 Lights on Hector House & Lighting sensors on Minerva Estate** – EH reported that the fault at Hector House was being repaired and the lighting in the stairwell would be improved at the same time. When this was completed, and depending on the results, the matter would be referred to the Director of Housing to discuss funding improvement works on the other blocks. EH

4.4 **Item 5.7 – Burst Pipe at the side of Lysander House** – EH EH
reported that the repairs works were currently taking place. LT said the contractors had attended twice and the repair was not completed yet. EH to continue to monitor the progress of his repair.

4.5 **Item 5.8 – Bin & URS cleaning** – EH reported that the terms and conditions were sent out with the meeting invitation letter. She confirmed that she would ascertain from GW when a contract to clean both the paladin bins and the URS' would be set up and let the BGARB know. EH/GW

4.6 **Item 5.9 – Painting programme specification including soffits, fascias and grilles** – EH distributed a copy of the new information report.

4.7 **Item 5.10 – Specialist works for cleaning Perspex windows** – DB EH/GW
commented that the works undertaken were not satisfactory and the planned meeting for 2nd week in June had not taken place.

4.8 **Item 5.11 – Marks on the blocks from old ISTM signs** – EH
reported that the marks had been removed except where scaffolding was blocking access. These blocks had now been recorded on the

estate inspection action sheets so residents could continue to track their progress.

- 4.8.1 Residents reported that the marks were still visible on Hector and Nestor Houses and that red paint had been used to cover the marks on Adrian Boulton House. EH to check. **EH**
- 4.9 **Items 5.12 & 5.12.1 – “No Spitting” signs** – EH reported the signs had now all been replaced on the blocks. The sign on Minerva Community Facilities would be erected before the end of June. **EH**
- 4.10 **Item 5.13 – Gallows Gate at Priam House** – EH reported that the gate was now being kept closed. It was noted that the resident at number 1 had been the culprit as he had a connection to the garage opposite. EH stated that if there were problems in the future he would be contacted.
- 4.11 **Item 5.16 - Illegal parking in Treadway Street** - EH reported that the council's contractor had been instructed to install a yellow lines box. **EH**
- 4.12 **Item 5.17 – CCTV training for CHO staff** - EH reported that KN was organising the training. The ARB considered that if a training date was not forthcoming ASAP, and most certainly before the next meeting, then EH should escalate the issue to senior management **EH/KN**
- 4.13 **Items 5.19.1 & 5.21 – gates on side entrance to community facilities and football pitch** - EH reported that the gates would be welded shut by the end of June. **EH**
- 4.13.1 Residents asked EH to check that parking signs were in place around the community centre and that the parking contractor was aware of this area of the estate. **EH**
- 4.14 **Item 5.22 – Leaking guttering at the back of Minerva community facilities** - EH reported that IP had not been able to provide a date at the moment and the matter had been referred to Shahan Miah (SM). The ARB considered that this item had remained unresolved for far too long and asked EH to escalate to senior management if the leak was not repaired in the next couple of weeks. **EH/SM**
- 4.14.1 FH reported that two holes had been left on the concrete area by the community facilities after electrical works. **EH**
- 4.15 **Item 5.29 - Standard of cleaning on Avebury East** - It was clarified that this matter referred to the fact the estate cleaner was not drying the area after the stairs were washed and not the general state of cleaning. **EH**
- 4.16 **Item 6.2.3 – Residents comments on policy reviews** – EH reported that the comments had been passed to DE.
- 4.17 **Item 7.1.1 - Marks on the landings after jet washing at Achilles and Nestor Houses** – EH reported that these marks would be **EH**

removed.

- 4.18 **Item 7.1.2 – Numbers 5 and 6 Ajax House leaving recycling outside their homes** - EH reported that letters had been sent. Residents asked that personal interviews were undertaken as the residents continued to store the recycling on the communal walkways and in the defensible space. EH to check. **EH**
- 4.19 **Item 7.1.3 & 10.2 – Residents in Lysander House leaving recycling bags on the communal walkways & bikes on the estates** - EH reported that the CHOs would be undertaking this work as a project shortly and would include taking action on the large number of bikes on the estates being chained to railings. **EH**
- 4.20 **Item 7.1.4- Lack of response from technical team on action sheet reports regarding horticultural issues** – Residents asked EH to escalate this issue. EH confirmed she would be meeting the contractor on 23rd June. **EH**
- 4.21 **Item 7.1.5 - Argos House windows** - EH reported that there were no plans at the moment to replace the windows.
- 4.22 **Item 7.1.7 - Bulk rubbish recording** - EH reported that the CHO recorded the rubbish equally between the blocks on the Envirocrime report but for billing purposes each incident was recorded using a block finance code. It was noted that while the latter was correct the charges arising from the removal of bulk rubbish were billed to residents on an estate-wide basis and not by individual blocks.
- 4.23 **Item 7.2.1 – Request for THCH to develop strategies to ensure youth activities in the BG area are open to all** - There was no report back. **EH/IP**
- 4.24 **Item 7.3.1 – New Build report** – a new amended report was distributed.
- 4.25 **Item 10.3 – Youths gathering at 18 Beechwood House** - EH reported that the CHO were currently dealing with this resident on this issue.
- 4.26 **Item 10.4 - Rats in the courtyard area at John Cartwright House** – EH apologised that there was no report back on this matter. **EH**
- 4.27 **Item 10.5 - resident at John Cartwright House feeding Pigeons** – It was noted that this matter had been resolved.
- 4.28 **Item 10.6 - Mesh covers on the drains** - EH reported that the contractor had returned to secure the covers. It was noted that this had not occurred on some of the drains and that the specifications given to contractors in the future needed to be more specific to avoid extra costs. . EH to check that the project was completed. **EH**

5 POLICY REVIEWS

5.1 Lettings Policy

5.1.1 Page 1 - 1.7 - Residents suggested that “believe that” should be deleted. **EH**

5.1.2 Page 2 - 2.2 - Residents suggested that “(see 2.4 below)” be deleted. **EH**

5.2 Motorcycle Parking Policy

5.2.1 Page 1 – 1.1 – Residents suggested that “subject to demand” should be stated first. **EH**

5.3 Right to Buy and Right to Acquire Policy

5.3.1 There were no comments on the policy.

6 REPORTS**6.1 Estate Inspections**

6.1.1 JG reported that the estate cleaner at William Rathbone House was not cleaning the block to the expected standard. Handrails, skirtings were a particular problem. EH to check. **EH**

6.1.2 Page 5 – Missing lead on roof at John Nettlefold House – residents noted how long this matter had been ongoing. **EH**

6.1.3 Page 15 – Beechwood House stairs – DB reported that Beechwood & Sebright Houses had not been wet washed since the recent jet washing. He was concerned that the stairs were therefore not hygienic. **EH**

6.1.4 Page 16 – Oil on the carpet in Juno House – residents commented on how long this matter had been ongoing. EH to check when this would be resolved. **EH**

6.1.5 Page 17 – Overflow pipe leak outside 9 Paris House – residents noted how long this matter had been ongoing. EH to check when this would be resolved. **EH**

6.1.6 Page 18 – Gutter leaking outside 30 Priam House – residents commented on how long this matter had been ongoing. EH to check when this would be resolved. **EH**

6.1.7 Page 23 – residents asked EH to note that brickwork was not the correct term for the entrance to Hector and Nestor Houses, as the area was cladded. **EH**

6.1.8 Page 27 – residents noted there was no information on the job to re-secure the metal staircase rail. EH to check if this was not a health and safety matter that should have been completed as an emergency. **EH**

6.1.9 Page 29 – AA asked EH to note she had not received the quoted as **EH**

being sent 13.5.09.

- 6.1.10 AA reported that following the spillage of some white powdered substance – made worse by local children - the tarmac on one of the parking bays in front of no. 9 Achilles had been stained. Although the rain had washed some of this away what remained was unsightly and thus AA asked if it could be removed. **EH**

6.2 Anti-Social Behaviour

- 6.2.1 JB2 asked EH to check the environmental report for William Channing House 1-10 had been reported correctly for YP and BF as there were no issues in her block. **EH**

- 6.2.2 Residents reported that bulk rubbish was dumped regularly around William Channing House 1-10 but it was not recorded. **EH**

- 6.2.3 JB3 asked that the CHO contact her regarding rubbish dumping. **EH**

- 6.2.4 Residents reported that the freehold properties were still using the bins at William Rathbone House to dispose of their rubbish. **EH**

6.3 Rents, Repairs, Voids

- 6.3.1 EH advised residents of the current repairs and maintenance statistics. There were no comments on the report.

6.4 New Build

- 6.4.1 There were no comments on the report.

6.5 Community Development

- 6.5.1 Residents noted that the headings on the statistical table on page 3 were unclear. Not only was 2009/10 missing but if they should represent “Q3” of the previous years, then March, April and May were not the usual quarter period reporting. EH to ask SH to check these. **EH/SH**

8 ARTICLES FOR UPDATE

- 8.1 There were no suggestions

9. FUTURE AGENDA ITEMS

- 9.1 There were no suggestions

10 ANY OTHER BUSINESS

- 10.1 LT reported that he had received notification of a Pilates Class on THCH headed paper that evening at 5.45pm. The class started at 6pm that same evening and LT asked that the CD officer was informed. **EH/IP**

- 10.2 JB1 commented that the shed at 4 Joseph Priestley House was still **EH**

there and asked EH to report progress.

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|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 10.3 | Residents reported that the children who lived in the new build properties at Canrobert Street were vigorously kicking a ball around the area and against the garages, and there had been some damaged caused as a result. | EH |
| 10.4 | JB1 reported that the lights were left on in Zander Court Community Room again on Sunday 14 th June. | EH/IP |
| 10.5 | LT asked EH to find out when the works at Lysander House would start. | EH/GW |
| 10.6 | JF reported that the satellite dish was still visible on 14 John Cartwright House. | EH |
| 10.7 | JF asked EH to investigate the condition of the garden at 3 John Cartwright House. | EH |
| 10.8 | MC reported that a small red mini motorcycle t was being ridden around Minerva Estate. Residents commented that it was possible the child was a resident in Lysander House. | EH |
| 10.9 | EW reported that residents dumped rubbish alongside the URS immediately after the estate cleaner left on Saturday 13 th June. | EH |
| 10.10 | JB1 reported that the residents at number 8 Thornaby House were making unreasonable noise. EH confirmed JB1 should report this to the Council's ASB hotline and she would refer the matter to the local council estate officer on JB1's behalf. | EH |
| 10.11 | FH asked EH to investigate the recent broken lift in his block as the first repair had been ineffective. He was concerned THCH may be charged twice. | EH |
| 10.12.1 | MM asked that EH investigate why the installation of his door entry system was delayed. | RM/BK |
| 10.12.2 | CD reported that Apollo had failed to turn up as promised to fit her handset and other residents also complained their appointments had been broken without notification too. | RM/BK |
| 10.13 | JG2 asked EH to investigate why the so many lights were on throughout the day on Charles Dickens House landings and other blocks across Mansford and Avebury East Estates. | RM/BK |
| 10.14 | CO reported that the contractor had not cleaned her windows as promised after the scaffolding was removed. She had reported this to Apollo and Julian Smith but had no response. | JS/BK |
| 10.15 | Residents complained that the new flooring installed on Mansford and Avebury East blocks were ugly and looked like prison flooring. They asked that THCH urgently review this issue before the contractor left site. | RM/BK |

10.16 Although items 10.12 to 10.16 were works items, EH agreed to pass these issues onto the Development Team. **EH**

11 DATE AND VENUE OF NEXT MEETING

11.1 The date and venue of the next meeting Wednesday 15th July at 6.30pm in the Zander Court Community Room.

Signed.....

Date.....