

**TOWER HAMLETS COMMUNITY HOUSING**  
**BETHNAL GREEN AREA RESIDENTS BOARD MEETING**  
**WEDNESDAY 21<sup>st</sup> OCTOBER 2009**

**ZANDER COURT COMMUNITY ROOM – COMMENCED AT 6.30pm**

**MINUTES**

**PRESENT**

A. Ambrose	Achilles House (AA) Chair
J Benson	John Fielden House (JB) Vice Chair
F Hunt	Hector House (FH)
C Kellers	John Fielden House (CK)
L Thomas	Lysander House (LT)
P Pomeroy	John Nettlefold House (PP)
L Smith	John Nettlefold House (LS)
M Colley	Nestor House (MC)
M Meir	Gwilym Maries House (MM)
J Bergonzi	William Rathbone House (JB1)
D Kelly	Argos House (DC)
J Kelly	Argos House (JK)
G Cook	Ajax House (GC)

**OFFICERS PRESENT**

Elaine Hamilton	Community Housing Office Manager (EH) Minutes
Andree Opoku	Community Housing Officer (AO)
Christine Kingsley	THCH

**DISTRIBUTION**

All Above+	
Michael Tyrrell	Chief Executive
David Eatwell	Director of Housing
Peter Exton	Director of Development
Harneck Chilemba	Director of Finance
Compton Gustave	Housing Services Manager
Shamim Hossain	Acting Community Development Manager
Sheila Bradley	Corporate Administration Manager
Annie Evans	Senior Development Manager
Arum Sigavnanam	Interim Financial Controller
Ajay Gajjar	Revenue Accountant
Sirajul Islam	Community Housing Officer Manager Shadwell
Bridgett Bardwell	Human Resources Manager
Andrew Coleborn	Policy & Communications Manager
Tracey Bellamy	Lettings Manager
Maryann Lowry	Lettings Manager
Glyn Wiltshire	Repairs & Maintenance Manager
Mina Rahman	Community Housing Office Manager Spitalfields

**1 APOLOGIES**

2.1 Vicky Davis

**2 DECLARATIONS OF INTEREST**

2.1 There were no declarations of interest.

### **3 MINUTES OF THE LAST MEETING**

3.1 The minutes were agreed.

### **4 MATTERS ARISING**

- 4.1 **Item 5.1 – ASB in alleyway** - EH apologised that the document wasn't ready. It was clarified that the agreement would clarify the roles and responsibilities of the Housing Office, the Police and the Concierge Officer in the operation of the CCTV system at Charles Dickens House. EH stated that the agreement would be sent out to attendees with the invitations for the next meeting. **EH**
- 4.2 **Item 5.5 – Lights on Hector House** - EH reported that the planned appointment with the contractor had failed as he turned up late. EH was still trying to re-arrange. **EH/GJ**
- 4.3 **Item 5.2 – Burst pipe at the side of Lysander House** – LT reported that the leak had been repaired. EH thanked LT for his intervention which had eventually resolved the matter.
- 4.4 **Item 5.7 – Marks on the landing at Achilles House** - EH reported that this was resolved.
- 4.5 **Item 5.9 – New flooring installed on Mansford and Avebury East blocks** - EH reported that the further cleaning demonstration arranged by the Development Team had taken place but had not resolved the issue again. It was still not clear how the estate cleaners could effectively clean the area without machinery and ensure water drained away correctly. At the demonstration the employers' agent had confirmed that THCH would not accept handover of the blocks until the cleaning issue and the quality of the work done on the floors was fully resolved. **EH/YBA**
- 4.5.1 Residents expressed concern at the content of the last Mansford Forum minutes which stated Dave Paris had agreed the cleaning of the new flooring had been resolved. AA asked that YBA was informed of the discrepancy. **EH**
- 4.6 **Item 5.10 – Security Improvement in the BG area** – AA reported that residents on the Hollybush Estate had commented that many of the youths that now congregated on the refurbished Middleton Green were from THCH estates. While she did not consider that this was a problem instigated by THCH, the nuisance caused by these youths did affect THCH residents. AA suggested that, in the spirit of partnership, THCH install a camera on one of its blocks in Canrobert Street so that the area could be monitored by the Concierge Officer at Charles Dickens House. EH agreed to bring the members an update on this suggestion in January 2010. **EH**
- 4.6.1 A second suggestion was made that the blocks on Avebury East estate had door entries installed. EH agreed to put this suggestion forward to SMT. **EH**
- 4.7 **Item 5.11.1 – Minor works suggestions**

- 4.7.1 **Replace 2 trees near William Rathbone House** – EH reported that GW had provided an estimate of £600 to replant the 2 trees. Residents stated this was too high a cost and agreed this work would be best undertaken in the planned Landscaping Contract.
- 4.7.2 **Repair the uneven walkway alongside William Rathbone House** – EH reported that GW had agreed to include this work in planned health and safety works he had been tasked by DE to complete before the end of December 2009. **GW/EH**
- 4.7.2.1 Residents stated that they had been told by the Development Team that Apollo would be completing these works. They asked EH to ensure GW and the Development Team agreed who would actually be undertaking these works. **EH/GW/  
YBA**
- 4.7.3 **Bike sheds for Beechwood/Sebright Houses** – Residents agreed the proposed estimate of £6,500 to install the bike sheds but asked that a full consultation was undertaken to determine how many people would actually use the bike sheds This consultation must include details of what users would be charged, pictures of what the sheds would like and an indication on a courtyard plan of where they would be sited. The draft consultation paper must be cleared with AA before it was sent to residents. It was also agreed that THCH should ensure that only the users paid for the maintenance of the bike sheds, not other tenants and leaseholders. If THCH did not agree to a rental arrangement to cover those maintenance cost, members agreed this planned expenditure would not be approved from the BGARB minor works budget. **EH/KN**
- 4.7.4 **Conversion of sheds on Mansford and Avebury East Estates to Bike sheds** – Members agreed that this should be considered and asked EH to prepare a plan of currently rented and vacant sheds on those estates and bring it to the next meeting so detailed proposals could be agreed. **EH/AO/CT**
- 4.7.5 **Stippling the floors on Minerva and Dinmont Estates** - EH provided members with the estimate for these works, £50 per sq metre. Members agreed this was unreasonable given the fact that no-one had reported slipping accidents. EH reported that GW had agreed that Hector and Paris Houses would be included in a planned entrance improvement pilot he had been tasked to complete by DE. FH asked that changing the tiles was considered in those works. **GW/EH**
- 4.7.5.1 Minerva residents wanted to know when these works would start and to also be assured that there were sufficient funds to cover the remaining lobbies. AA also requested that the specification for the pilot works be forwarded to her before the works commenced. **GW/EH**
- 4.8 **Item 6.2 – Child Protection Policy** – EH confirmed that resident's comments had been passed to DE after the meeting.
- 4.9 **Item 7.1.1 – Delete the Mansford Play Area from the Estate Inspection Report** – EH confirmed the estate inspection report had been amended.

- 4.10 **Item 7.1.2 – Items outstanding on page 23 of the Estate Inspection Report**
- 4.10.1 **Faulty URS lock on Paris House Underground Refuse Bin** – EH reported this part was still on order and explained that GW was organising a maintenance contract as currently there was no contract in place. **EH/GW**
- 4.10.2 **Leaking gutter at 30, Priam House** - EH confirmed the works were currently taken place.
- 4.10.3 **Beading on the window tile at Sebright House** – EH apologised that there was no report back on this item. **EH/AT**
- 4.11 **Item 7.1.3 – Grille Cleaning at Sebright House** – EH reported that the target for this work had been amended to 27.10.09. **EH/AT**
- 4.12 **Item 7.3.1 – Include a comment on the performance report when targets are not met** – EH confirmed the report had been amended.
- 4.13 **Item 7.5.1 – Youth activities in the winter** - IP reported that a copy of the training programme for Newark Youth had been made available to the meeting and covered what the group was doing for the remainder of the year. SYA provide workshops during school holidays in the winter but there was no copy available.
- 4.14 **Item 7.5.2 – Fireworks display** - IP reported there would be no fireworks due to Health & Safety as there was not enough space now the new centre community has been built an because of the credit crunch THCH did not wish to be seen spending excessively.
- 4.15 **Item 8.1 – Publishing the cost implications of rubbish dumping in UPDATE** - AC reported there was a small piece due in October's Update about fireworks night which mentioned that bulk rubbish was a fire risk and that residents should use the Council's bulk rubbish collection service for bulky items. There was also a paragraph in the annual report (due October) which mentioned THCH spent over £70k removing bulk rubbish BUT this could be avoided if residents used the council's free service.
- 4.15.1 CK informed the meeting that a TV had been dumped outside Gwilym Maries House on Monday morning. He asked that the CHO investigate the CCTV footage to identify the perpetrator. **EH/AO**
- 4.16 **Item 10.1 – Garden clearance letter to residents on Avebury East Estate** - EH reported that it had previously agreed by the BGARB that the CHO would NOT send out a costly estate wide letter on this matter. Residents whose overgrown gardens had been identified had been written to individually by the CHO.

## **5 POLICY REVIEWS**

### **5.1 Terms of reference**

- 5.1.1 Introduction – part 2 – it was suggested this should state “The ARB will encourage resident involvement”
- 5.1.2 Introduction – part 3 – it was suggested this should state “The Community Housing Office Manager will service the ARB”
- 5.1.3 Aims and Objectives – Members agreed the list of performance reports for the general document but agreed the list of reports to be provided to the BGARB should be Rent and Rent Arrears, Voids and Lettings, Service Charge and Shared Ownership Arrears, Repairs and Maintenance, Community Development, New Build and a quarterly BG Budget information report. EH
- 5.1.4 Aims and Objectives – part 4.4 – it was suggested that the Small Grants item be deleted as these grants were no longer submitted to the ARB.
- 5.1.5 Membership – part 6 – it was suggested this should be a paragraph on its own.
- 5.1.6 Meetings – part 16 – it was suggested JARB be amended to ARB.
- 5.1.7 Meetings – part 17 – it was suggested this paragraph be checked by SNT as only the CHOM's currently attend BGARB.
- 5.1.8 Meetings - part 19 – it was suggested the last word be changed from meetings to ARB's.
- 5.2 **Code of Conduct for ARB's**
- 5.2.1 General – it suggested that the terms constitution and committee or group be changed throughout the document to read Terms of Reference and ARB respectively.
- 5.2.2 Conduct of meetings – point 4 – it was suggested Members be changed to read “The Chair”.
- 5.2.3 Conduct of meetings – point 5 – it was suggested that accountable was deleted.
- 5.2.4 Conduct of meetings – point 7 – members would like SMT to provide clarification on what this paragraph means.
- 5.2.5 Conduct of meetings – 1.3 – it was suggested that the second sentence be separated into a separate point.
- 5.2.6 Confidentiality – 1.11 – it was suggested that the word tenants be deleted.
- 5.2.7 Guidance – it was suggested that the whole of this paragraph be moved to the beginning of the document.
- 5.2.8 Guidance – 2.1 - it was suggested that the word tenants be amended

to read “residents”.

5.2.9 Guidance – 2.2 – it was suggested that the word tenants be deleted.

## **6 REPORTS**

### **6.1 Estate Inspections**

6.1.1 Page 10 – It was noted that the broken pane on the main door entry was not done although it was reported it was completed on 28.9.09. **EH/GJ**

6.1.2 Page 10 – FH noted that there were too many breakages on the gallows gate at Priam House. It was also noted that the resident at 1, Priam House allowed users of the garages opposite the block to park in the courtyard. CHO to write a warning letter and consider cancelling the car space licence if this continued. **EH**

6.1.3 Page 13 – Rubbish outside front entrance door - It was noted that the matter was reported as resolved but no information on the action taken was noted. EH agreed to ensure Community Housing Officers provided more detail on the sheets and entered resolved dates only when the matter had actually been resolved. **EH**

### **6.2 Anti-Social Behaviour**

6.2.1 There were no comments on the report.

### **6.3 Rents, Repairs, Voids, Telephones and Correspondence**

6.3.1 AA asked that the report comment where targets had not been met included information on the strategy to achieve targets. **EH**

### **6.4 Community Development**

6.4.1 There were no comments on the report.

### **6.5 New Build**

6.5.1 There were no comments on the report.

## **7 ARTICLES FOR UPDATE**

7.1 There were no suggestions.

## **8 FUTURE AGENDA ITEMS**

8.1 It was agreed that a representative from the Police’s SNT be invited to the next meeting to give residents an update on the meeting arranged on 28<sup>th</sup> October. **EH**

## **9 ANY OTHER BUSINESS**

- 9.1 EH distributed a document from Bilkis Khanom in the Development Team outlining proposals to introduce recycling bins on Avebury East estate in gardens and bin rooms.
- 9.1.1 Residents expressed concern at the proposals given the current problems with door step recycling collection and the problems residents experienced in the food recycling pilot.
- 9.1.2 JB stated that one resident who had a green bin delivered could not actually get the bin out of the gate as it was so big. The resident was currently physically lifting the bin over the garden wall every week. He felt this was a health and safety issue and that THCH had not looked into the matter of gate sizes fully before agreeing that collection system with the Council.
- 9.1.3 Residents stated that while it was right that this document came to the meeting in this instance, as half those in attendance did not live on the estate concerned it was the effected residents that needed to decide on the proposals, not the BGARB. They asked that this matter be subject to a formal consultation process especially given the objections to the lack of consultation on the introduction of the green garden bins. **BK/EH**
- 9.1.4 Residents were also concerned that the recycling bins would not fit into the bin rooms and would end up outside on estate grounds. It was stated that THCH's Chief Executive, Mike Tyrrell, had consistently stated he would not agree to recycling bins on estate grounds. They asked that a full measuring exercise on the amount of bins required per block was undertaken before the consultation process began. EH to pass the comments to DE and Development. **BK/EH**
- 9.1.5 AA asked that she and MM be sent the draft consultation paper before it was sent out to residents. **BK/EH**
- 9.2 FH stated that the lift contractor had repaired the lift in Hector House on the morning of the 20<sup>th</sup> October only for it to fail again in the afternoon. The contractor came again in the afternoon and the lift was again out of order today. He asked EH to check that residents were not charged for the duplicate jobs. **EH/GJ**

**10 DATE AND VENUE OF NEXT MEETING**

- 10.1 The date and venue of the next meeting was agreed as Wednesday 18<sup>th</sup> November at 6.30pm in the Zander Court Community Room.

**Signed**.....

**Date**.....