

TOWER HAMLETS COMMUNITY HOUSING
BETHNAL GREEN AREA RESIDENTS BOARD MEETING
WEDNESDAY 16th JUNE 2010

ZANDER COURT COMMUNITY ROOM – COMMENCED AT 6.30pm

MINUTES
PRESENT

A. Ambrose	Achilles House (AA) Chair
F Hunt	Hector House (FH)
C Kellers	John Fielden House (CK)
J Grierson	William Rathbone House (JG)
N Louison	Pritchard House (NL)
P Pomeroy	John Nettlefold House (PP)
L Smith	John Nettlefold House (LS)
E Whitehead	Sebright House (EW)
J Bergonzi	William Channing House (JB)
G Cook	Ajax House (GC)
L Thomas	Lysander House (LT)
M Colley	Nestor House (MC)
L Cosgrove	Ajax House (LC)
J Lewis	Winkley Street (JL)

OFFICERS PRESENT

Elaine Hamilton	Community Housing Office Manager (EH) Minutes
Carol Thomas Joseph	Community Housing Officer (CT)
Dave Paris	Estate Cleaning Supervisor (DP)

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
Muge Dindjer	Community Development Co-ordinator
Sheila Bradley	Corporate Administration Manager
David Leah	Senior Development Manager
Arum Sigavnanam	Financial Controller
Gabriel Yeboah	Revenue Accountant
Sirajul Islam	Community Housing Officer Manager Shadwell
Bridgett Bardwell	Human Resources Manager
Andrew Coleborn	Policy & Communications Manager
Tracey Bellamy	Lettings Manager
Glyn Wiltshire	Repairs & Maintenance Manager
Mina Rahman	Community Housing Office Manager Spitalfields
Pav Sehmy	PA to Chief Executive & Director of Finance
Cllr Stephanie Eaton	BG North Ward Councillor
Cllr Giancarlo Gibbs	BG North Ward Councillor
Cllr Zenith Rahman	BG North Ward Councillor

2.1 Irene Poole, Mike Meir.

2 DECLARATIONS OF INTEREST

2.1 There were no declarations of interest.

3 MINUTES OF THE LAST MEETING

3.1 Were agreed.

4 MATTERS ARISING

- 4.1 **Item 4.5 – Camera at Charles Darwin House** – EH reported the camera footage had been checked and it hadn't picked up any gatherings. JB said the youths had been there again on Tuesday night late and EH agreed to get the footage checked again. **EH**
- 4.2 **Item – 5.1 – Police unauthorised callers leaflet** – EH confirmed the police had delivered the leaflets and they had been included with this months UPDATE.
- 4.3 **Item 5.2 – Pizza delivery firm using drop keys to access buildings** – EH reported there was no report back from the Police on this matter. **EH/SR**
- 4.4 **Item 5.3 – Repair the uneven walkway alongside William Rathbone House** – GW reported that works had been completed however the Project Officer was still in discussions with GJ on finalising the matter. **EH/GW**
- 4.5 **Item 5.5 - Underground Refuse Bin maintenance contract** – PE reported that THCH couldn't progress this matter unless LBTH invested in more vehicles, as originally promised. In view of the current economic situation, it was unlikely that this would happen and PE, along with the Director of Housing, would be investigating alternative solutions. **EH/PE/DE**
- 4.5.1 Residents were unhappy with this response given how long the matter had been outstanding, the condition of the bins, some were rusty and smelly, and because THCH had just installed a new URS at Lysander House. The stated they would progress this matter at JARB.
- 4.6 **Item 5.6 – Replacement of missing URS hoppers** - EH reported there was no update. **EH**
- 4.7 **Item 5.7 – Standard of major works done on the windows at 4 Gwilym Maries House** – PE reported the situation was unresolved and the Project Officer was still dealing. **EH/PE**
- 4.8 **Item 5.8 – Door entry security signs** – EH reported this matter was ongoing. **EH**
- 4.9 **Item 5.9 – Door mat at John Nettlefold House Entrance** - EH **EH/AO**

reported the new carpeting would be installed on 17th June.

- 4.10 **Item 5.10.1 - Drains on Mansford and Avebury East Estates** - GW reported that the new contractor, appointed from 1.7.10, would survey all the drains on Mansford and Avebury Estates, clear problem ones after the survey and clear others as and when required.
- 4.11 **Item 5.14.1- Lysander House Works** – EH reported the site meetings had taken place and KN was working to resolve the outstanding issues. AA was being kept updated. **EH/KN**
- 4.12 **Item 5.15 – Motor Bikes chained to the railings at Priam House** – EH reported this matter was ongoing. **EH/AT**
- 4.13 **Item 5.17 – Missing pane of glass on lobby door entry at Achilles House** – EH reported the glass had been replaced.
- 4.14 **Item 5.19- Remaining works on Mansford and Avebury East Estates** – EH reported the list was now available and would be sent out to attendees shortly. The Development Section had informed that no more walkabouts with residents would be undertaken. **EH**
- 4.15 **Item 5.24 – Oaklands School use of Minerva Football Pitch** – EH reported that the school was using the pitch and there had been no problems noted so far. The agreed £9,000 was being billed shortly and would be placed in BG budget for the use of BGARB agreed scheme/s.
- 4.16 **Item 5.25 – Exit sign at Argos House** – It was agreed the sign had been erected.
- 4.17 **Item 6 – Complaints, Compliments and Comments Policy** – EH reported the comments had been passed to DE the day after the last meeting.
- 4.18 **Item 8.1.1 – New format of gradings on estate inspections** – EH reported the briefing lunch would be organised shortly. **EH**
- 4.19 **Item 8.1.2 – Vandalised Assembly Point Sign** - After some discussion it was agreed there was no need to sign an assembly point outside the Minerva Community Facilities.
- 4.20 **Item 8.1.3 – Categories noted on Mansford Estate Inspection Sheets** – It was noted the categories were still incorrect. **EH**
- 4.21 **Item 8.1.4 – Dates recorded as completions on estate inspection report action sheets** – EH reported this matter had now been clarified with Community Housing Officers.
- 4.22 **Item 9.2.1 – Number of Environmental reports at Charles Dickens House** – EH reported this had been an error.
- 4.23 **Item 8.3.1 – The Lets, Voids, Rent etc report** – EH reported the

headings had been corrected and the gradings on centrally managed functions had been removed.

- 4.24 **Item 8.4.1.1 – Knees up project** – IP reported that residents concerns had been addressed and AA had been kept informed.
- 4.25 **Item 11.1 – Positioning of estate parking signs** – EH reported this was ongoing. **EH**
- 4.26 **Item 11.2 – Cleaning of external landings with Europolymer Flooring** – EH reported that the external communal landings could be only be cleaned as outlined in the Estate Cleaning Standards with the current estate cleaning resources. Any changes suggested would need to be considered as part of a review of Service Standards. .
- 4.26.1 Residents noted that in response to concerns on how effective the new cleaning facilities were, MM, AA, EH and DP had participated in a demonstration earlier in the day which compared how long it took to clean a block without europolymer flooring against one that did not. It was noted that the cleaning took substantially longer on the new flooring and the estate cleaners workload had been redistributed to take this into account.
- 4.27 **Item 11.3 – Allegation that the external landings at William Rathbone House were not being swept monthly** – EH reported that the estate cleaner and the senior estate cleaner refuted the allegation.
- 4.28 **Item 11.4 – Rat in the garden of 13 William Rathbone House** - EH reported the problem had been reported to pest control and the resident had been contacted.
- 4.29 **Item 11.5 – Rat in the courtyard of William Channing House** - EH reported the problem had been reported to pest control and the resident had been contacted.
- 4.30 **Item 11.6 – Uncollected recycling rubbish at 15/16 William Rathbone House** – EH reported the council had removed the rubbish.
- 4.31 **Item 11.7 – Light on the garages at Southwood Smith House** – It was noted this item had not been dealt with. **EH**
- 4.32 **Item 11.8 – Light on the main entrance to Charles Dickens House** - It was noted this item had not been dealt with. **EH**
- 4.33 **Item 11.9 – Zander Court Open Day gardening event** – EH reported the poster had been displayed at the CHO.

5 ESTATE CLEANING SERVICE STANDARDS

- 5.1 It was agreed the standards needed to be grouped more clearly. **EH**
- 5.2 It was agreed Deep Clean would be added to all references to Jet **EH**

Washing so that there was flexibility to use either method.

- 5.3 It was agreed that a block by block list of cleaning standards, based on the tasks from the centrally agreed list, would be drawn up and brought to the next meeting. **EH/DP**

6 BIKE SHEDS AT BEECHWOOD AND SEBRIGHT HOUSES

- 6.1 Residents approved the spend from BGARB budget on condition the plans for the proposed position of the bike sheds were sent to residents for comment. If adverse comments were received, EH would bring the matter back to the next meeting. If no adverse comments were received, the installation would be progressed. **EH/AT**

7 REPORTS

7.1 Estate Inspections

- 7.1.1 Page 4 - It was noted that the categories had not been marked correctly. **EH**

- 7.1.2 Page 8 – it was reported that there were still items of rubbish stored in the garden of number 3 John Cartwright House. **EH**

- 7.1.3 Page 25 – Glass pane on the entry door – it was noted this was now completed.

7.2 Anti-Social Behaviour

- 7.1.1 Residents reported that there was bulk rubbish dumped at William Channing House on many occasions but it wasn't being reported. **EH/DP**

- 7.1.2 Residents asked that the "OK" column be deleted on the environmental table as it was redundant. **EH/RJ**

7.3 Lets and Voids, Rent, Service Charge and Shared ownership arrears, Repairs and Maintenance, Telephones and Correspondence.

- 7.3.1 Residents asked that the target explanations be amended to show the traffic light system correctly. **EH**

7.4 Community Development

- 7.4.1 11.2 of the report noted the fire risk at Minerva Facilities. Residents asked for a fuller report. **EH/IP**

- 7.4.2 Residents asked for a report on what fire and health and safety advice THCH provided to groups using community facilities. **EH/IP**

8 ARTICLES FOR UPDATE

- 8.1 It was suggested that an article be placed in Update warning residents not to chain cycles and motor bikes to railings on the **EH/AC**

estates.

8.2 It was suggested that an article be placed in UPDATE warning residents not to feed pigeons or foxes. **EH/AC**

9 FUTURE AGENDA ITEMS

9.1 There were no suggestions.

10 ANY OTHER BUSINESS

10.1 PP asked that an update be provided on when the planned outstanding works to John Nettlefold House would be started. **EH**

10.2 PP asked that John Nettlefold House be inspected to conform that all the necessary Fire Information and Exit signs complied with relevant legislation. **EH**

10.3 FH reported that the green moss around Hector House had returned. **EH/DP**

11 DATE AND VENUE OF NEXT MEETING

11.1 The date and venue of the next meeting was agreed as Wednesday 21st July 2010 at 6.30pm in the Zander Court Community Room.

11.2 It was agreed this meeting would be preceded by the BGARB Annual General Meeting.

Signed.....

Date.....