

TOWER HAMLETS COMMUNITY HOUSING
MINUTES OF A BETHNAL GREEN AREA RESIDENTS BOARD MEETING
WEDNESDAY 17th NOVEMBER 2010 ZANDER COURT COMMUNITY ROOM –
COMMENCED AT 6.30pm

RESIDENTS PRESENT

| | |
|-------------|-----------------------------|
| A. Ambrose | Achilles House (AA) Chair |
| F Hunt | Hector House (FH) |
| M Colley | Nestor House (MC) |
| J Grierson | William Rathbone House (JG) |
| J Kelly | Argos House (JC) |
| D Kelly | Argos House (DK) |
| L Thomas | Lysander House (LT) |
| J Boxall | William Channing House (JB) |
| M Meir | Gwilym Maries House (MM) |
| L Cosgrove | Ajax House (LC) |
| E Whitehead | Sebright House (EW) |

OFFICERS & OTHERS PRESENT

| | |
|-----------------|---|
| Elaine Hamilton | Community Housing Office Manager (EH) Minutes |
| Andree Opoku | Community Housing Officer (AO) |
| PC Craig Prout | Bethnal Green Safer Neighbourhood Police (CP) |

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 |
| Shamim Hossain | Senior Community Development Officer |
| Sheila Bradley | Corporate Administration Manager |
| David Leah | Senior Development Manager |
| Arum Sigavnanam | Financial Controller |
| Gabriel Yeboah | Revenue Accountant |
| 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 |
| Sirajul Islam | Community Housing Officer Manager Shadwell |
| 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 |

1 APOLOGIES

1.1 Shamim Hossain, Fulma Begum.

2 SAFER NEIGHBOURHOOD TEAM

- 2.1 CP attended the meeting to introduce himself to residents as he had just joined the Team two weeks ago.
- 2.2 **Item 6.1 - Licence Application for a business in Winkley Street -** **SNT**
Residents stated that they had not had a response from the SNT on this matters. Residents had asked that the SNT oppose the application in this residential area and CP agreed to chase a response.
- 2.3 **ASB on Middleton Green** - EH briefed CP about the issues raised at last month's meeting when Andrew Adebonojo (AB) attended from the Council's Community Safety Team to discuss the long standing problem with Anti-Social Behaviour on Middleton Green late at night.
- 2.4 AB had agreed to investigate a number of actions regarding possible tree pollarding and more lighting for the area. He had informed residents that the behaviour could only be resolved by the Police.
- 2.5 EH explained THCH had contacted the Covert Surveillance Team, part of the Council's Community Safety Team, to seek their help to work with the relevant Council Officers and the Police on finally resolving this long standing problem. CP agreed to brief the SNT Sergeant on the current position as the SNT would most likely be involved in the resolution project. **SNT**
- 3 DECLARATIONS OF INTEREST**
- 3.1 There were no declarations of interest
- 4 AGREE THE MINUTES OF THE LAST MEETING**
- 4.1 The minutes of the last meeting were agreed.
- 5 TENANT BOARD MEMBER VACANCY**
- 5.1 AA briefed the meeting on the BG Tenant Board Member Vacancy. The recently created leaflet was discussed and it was agreed that AA would liaise on required amendments. **AA**
- 5.2 It was agreed that the BGARB members would seek nominations for the vacancy at the January meeting and hopefully elect a Tenant to the Board. The ARB was reminded that in order to be nominated the tenant had to be an ARB member, i.e. had attended 2 consecutive ARB meetings.
- 5.3 Residents asked that the revised leaflet be sent out to meeting attendees in the last six months so they were aware of the plan to elect the Tenant Board Director at the January meeting. **EH**
- 6 MATTERS ARISING**
- 6.1. **Item 6.2 – Quaker Social Action Group update and programme -**

- EH reported the group representative would be attending the January meeting.
- 6.1.1 AA reported that she had received an e-mail from Muge Dindjer on this issue. MD had met with the Group and was therefore able to provide some feedback on their activities to date. She had reminded them of the requirement to produce a report on their work and that they were due to attend the January BG ARB meeting.
- 6.2 **Item 6.3 – Painting programme block lists** – EH reported the block lists were not sent out as planned works were about to start on the remaining blocks.
- 6.3 **Item 6.5 – Camera at Charles Darwin House** - At the last JARB meeting David Eatwell advised that the camera could not be used to capture images on Middleton Green until the Borough had given its agreement for THCH to do so. He added that he had advised the Bethnal Green CHO to contact LBTH's CCTV Manager, Peter Allnut, to obtain this. He added that he had asked HSM Compton Gustave to aid EH to take this matter up with LBTH. MM asked why a camera been installed that could not operate to its full potential at night. EH to check why this was done by his team. **EH/CG**
- 6.4 **Item 6.6 – Replacement of Missing URS bins** – AA reported that this matter had been raised at the last JARB meeting and noted that Mike Tyrrell had asked the DOH to chase the matter up with Sulo.
- 6.4.1 Residents asked EH to get the Estate Cleaners to check that the bins were locked as some had been left open. **EH**
- 6.5 **Item 6.7 – Lysander House Defect/Improvement Works** – There was no update on this item. **EH/KN**
- 6.6 **Item 6.9 - Estate Cleaning Service Standards – Block Lists** - EH reported the lists had been sent to all residents.
- 6.7 **Item 6.12 – Bikes Sheds at Beechwood and Sebright House-** AT reported the contractor had delayed the start date of the works and the target date for completion was 24.12.10.
- 6.8 **Item 6.13 – Fire Risk Assessment for Minerva Community Facilities** – SH reported the amended report would be brought to the January meeting. **EH/SH**
- 6.9 **Item 6.14 – Smoking in the blocks and signage** – EH reported the Council's Officer had been invited to the January meeting. Members discussed the estimate of £1,445 plus VAT for 70 metal "No Smoking" signs and agreed they should be ordered and fitted. **EH**
- 6.10 **Item 6.15 – Mansford & Avebury East Works Walkabouts** - EH reported the walkabouts had been organised for the 18th and 19th November. AA distributed details of the time of the walkabout for each block.

- 6.11 **Item 6.16 – Request for a Mansford Forum meeting** - AA reported there was no progress on this matter. Residents asked EH to invite a Development and Finance Team representative to the BGARB as soon as possible to clarify the position on the result of the walkabouts and the service charge billing process. **EH**
- 6.11.1 JG reported that a meeting had been held with leaseholders the previous week, where the issue of bills and snagging items had been discussed. He stated that no one from the Development Team attended and residents were so unhappy with the responses from the Officers that some left early. MM had not been able to attend and AA was not informed that it would be occurring. She would raise this with the Project Manager **AA**
- 6.12 **Item 6.22 - Lysander House doorstep recycling** – EH reported the CG had been asked to liaise with the Council on this matter. The letter explaining the situation had been sent to residents. **EH/CG**
- 6.12.1 AA informed the meeting that this issue was raised at the last JARB, and as there were a number of concerns voiced about the service from other THCH residents present, the CEO had invited the senior responsible officer at LBTH to attend the next meeting.
- 6.13 **Item 6.25 – Parking Rules notification** – EH reported the leaflets would be sent out with Nov/Dec UPDATE. **EH**
- 6.14 **Item 6.28 – Fox feeding on the estate by a resident at William Channing House** – EH reported AO was waiting for a response from the resident to clarify the address. **EH/AO**
- 6.15 **Item 6.32 – Bike Shed installation at Apollo House** – EH reported AT was waiting for a response from ER to agree a date for the door knocking exercise to assess interest in renting a bike shed at £1.50 per week. **EH/AT**
- 6.16 **Item 7.1.1.2 – Social Enterprise Contract – Ground Maintenance** – MM reported he had raised the matter of residents not being consulted about the new contract at the last JARB meeting.
- 6.17 **Item 7.1.2 – Leaks in Communal area of Southwood Smith House** – EH reported the R&M team were carrying out the remedial works in advance of any decision on refurbishment.
- 6.18 **Item 7.4.1 – Out of date comments in the Community Development Report** – SH reported the Report had been corrected.
- 6.19 **Item 8.1 – Article in UPDATE about parking rules** – EH reported AC had confirmed the article would be included.
- 6.20 **Item 10.1 – Survey of cameras on Mansford and Avebury Estates** – EH reported the list had been received from the Concierge and the required tree works and cleaning of lenses would **EH**

be completed by 17.12.10.

- 6.21 **Item 10.2 – Block numbering at Nelson Gardens** – EH reported that a temporary sign had been erected and the new sign would be put up w/c 22nd November. **EH/CT**

7 **REPORTS**

7.1 **Estate Inspections**

- 7.1.1 **Page 10 – D Grades for car space areas at William Rathbone House** - Residents queried why this area had suddenly been graded as “D”. AO explained that the residents’ inspector had insisted this was the appropriate grade because of the condition of the car space markings. AO confirmed the gradings would be made on the cleaning service from now on.

- 7.1.2 Residents commented on the number of “A” gradings in the Avebury East Estate report and noted the Resident Estate Inspector had not been in attendance.

- 7.1.3 **Page 23 – Argos House** - Residents from Argos House commented on the general poor state of the bin chute area. EH agreed to ensure the area was checked and in a good clean condition. **EH**

- 7.1.4 **Page 23 Argos House** – Residents commented on the poor cleaning of the windows after the painting had been done and EH agreed to raise this with the contractor. AA added that Axis would be referring to this issue in a Newsletter that they would be distributing shortly. **EH**

- 7.1.5 **Page 23 – Argos House** – Residents stated the windows were very difficult to open and EH agreed to arrange a check of the windows. **EH**

7.2 **Anti-Social Behaviour**

- 7.2.1 There were no comments on the report.

7.3 **Voids and Letting, Rents, Service Charge and Shared Ownership Arrears, Repairs and Maintenance, Telephones and Correspondence**

- 7.3.1 Residents commented on the fact that THCH figures were reported differently for THCH as a whole but as month only figures for BG Office. EH confirmed the statistics would be uniform from now on. **EH**

7.4. **Community Development**

- 7.4.1 There were no comments on the report.

7.5 **Mansford & Avebury Refurbishment Report**

- 7.5.1 There was no updated report available.

7.6 BG Management Accounts

- 7.6.1 Residents commented that the report needed to be in more simplified language. Plus that the items for which the CHOMs did not have direct responsibility for, e.g. overheads and interest charges, should be separated from those that they did.
- 7.6.2 Residents suggested AA and EH met with the Financial Controller to clarify what should be included in the report. **EH**

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 In response to AA's question at the JARB as to why CG had not yet attended any ARB meeting to outline his role in ensuring that outstanding matters on minutes were resolved, DE stated the CHOMs had to invite him. EH was asked to send CG an invitation. **EH**
- 10.2 AA reported that Estate Cleaners were not cleaning leaves from the gaps between the wire netting and the drain covers. **EH**
- 10.2.1 MC reported that the mesh on the drain outside her home was missing. **EH**
- 10.3 LC reported there was a "For Sale" sign on a THCH property in Centre Street. **EH**
- 10.4 JB reported that both floodlights on the wall of William Channing House were out of order. **EH**
- 10.5 JB reported that rats had been seen in the courtyard area of Gwilym Maries House. **EH**
- 10.6 FH reported that Olli, the day to day contractor, had been working without authorisation on a Saturday and Sunday in Paris House. **EH**
- 10.7 Residents commented that there were no Estate Signs on the entrances to Mansford and Avebury East Estates. They asked EH to provide the BGARB with an estimate for the cost of providing signs as they could funded from the BGARB budget. **EH**
- 10.8 EH distributed leaflets about the planned Children's Christmas Party at Minerva Community Facilities.

11 DATE & VENUE OF THE NEXT MEETING

11.1 The date and venue of the next meeting was agreed as Wednesday 19th January 2011, 6.30pm in the Zander Court Community Room.

Signed.....

Date.....