

Minutes – 8 March 2017

Attendees

Tim Bryant (Newlon)  
Claudia Kirby (Newlon)  
Judith Hughes (Newlon)  
Judith Perry (Newlon)  
Karshan (Chair)  
Alex (Vice Chair)  
Lizzie (Secretary)  
Anna (Treasurer)  
Rebecca (SC Working Group)  
Vivian (Community Gardening)  
David (Neighbourhood Watch)  
Michael  
Laura  
Natalie  
Vanessa

1. Welcome from the Chair & Summary of the Agenda
  - Karshan welcomed Newlon to the meeting and gave run down of the achievements and progress made over the last year.
  
2. Neighbourhood Watch – the RA would like support from Newlon
  - David G to take ownership of the scheme for the RA.
  - Tim to make an enquiry with the council on behalf of the RA about branding to be placed on lamp posts.
  - Newlon to put details of the scheme in the next newsletter
  
3. Communal gardening – We would like to discuss how to progress and report where we are so far
  - Viv provided an update – £240 received from Newlon to use
  - 17 people have signed up
  - The RA would like to see if we can manage the garden ourselves
  - Claudia has arranged access to water for the Gardening group.
  - Tim to investigate whether the taps are working properly – by the end of next week (need to follow up with Newlon)
  - Judith Perry suggested raising money to get more investment in the garden
  
4. Social Event and the AGM – We would like Newlon to attend if possible and to show support for the event. We note there is £300 grant still. Organising this will be key at the next meeting in April
  - Judith P happy to attend if the AGM part (voting) lasts less than 1 hour.
  - £300 grant still available for the RA to use. New grant will roll over for next year.
  - Anna sorting the bank account
  - A google form has been set up to decide next date. Best availability is for the 3<sup>rd</sup> and 4<sup>th</sup> June.
  
5. Anti-social behaviour – the RA would like to know what Newlon is doing to sort this – also would like to link up with the information from the Council and Highbury West Ward.

- Tim provided an update that Newlon have previously evicted residents but cannot deal with general noise on the road.
- Newlon have been trying to pinpoint noisy flats and have provided plans to the council
- The council and Newlon are monitoring ASB together.
- Newlon are the only Housing association who attend the Highbury West Ward Meetings and residents from Bryantwood Road typically raise the same issues.
- If there is ASB residents should phone the Newlon line for ASB and report. The RA will put this number on the RA website.
- Reporting can be anonymous.
- Newlon intends to attend HWW meetings.

## 6. General Building Reports

- Highlighting the issue of the pane glass at 1 Queensland road – planning application to change design – Newlon will look into perhaps changing the materials used.
- Slow repair time to door at no. 18 – this is due to a fire safety fault.
- Reactive repairs
  - The RA was advised that there is a handyman from Wates who aren't very quick.
  - There is a new lift company who are currently getting up to speed on defects
  - Wates get penalised under a KPI system for the contract if they do not respond within required times.
  - Tim to speak to property services about fire alarm panel fault which affects the sprinkler system.
  - If residents would like communal areas repainting sooner than 2 years time then this can be looked into. – RA to think about engaging on this
- Water taps for communal garden at 1 & 3
  - Discussed under communal gardening project
- Hot / cold water insulation works update from Newlon
  - Water insulation works have now been carried out and a report is expected back from Kier in April.
- The Hub – noise
  - Newlon happy to find out the works being undertaken by Arsenal.

## 7. The RA would also like to highlighting common defects in the flats – so Newlon can provide blanket advice to its leaseholders and tenants (8pm - 8.15pm)

- Leaking toilets – Most toilets have this problem in 1 & 3 Queensland Road. There is a build up of limescale in the valve for the flush which means water continuously flows into the bowl. The valve requires replacement to avoid increased water bills. There is a video on the facebook group and details to be put on the RA website to raise awareness.
- Highlighting that new residents do not have good knowledge of CHP / how the buildings work
- Eon – Many households have been hit by higher bills as Eon put them on the wrong tariff. However, these additional charges have been found to be incorrect. Vivian to email Newlon the full details. The RA would like Newlon to communicate details to all residents as some households have been hit by bills in excess of £500 which will cause considerable worry.

## 8. Service Charge

Tim explained that fluctuations in the service charge usually are expected for the first 3 years of the building. Newlon do not charge SC on an area basis and charge 10% less for a 1 bed flat.

Tim happy to arrange a service charge working group meeting.

At the end of the meeting Rebecca reported that the working group has identified key issues with the accounts.

The meeting ended and everyone felt that it was a particularly constructive meeting.

Next Meeting – 24 April