

Minutes – Residents Association Meeting 28 June 2016

Attendees:

Karshan Moodley (Chairman)
Alex Fisher (Vice Chairman)
Lizzie Ramsey (Secretary)
Dom Manley
Laura Roughan

Agenda

1. Priorities of the Group
2. Service Charge / Management & SLAs
3. Co-op
4. Neighbourhood Watch / Police / ASB
5. Arsenal
6. Highbury Ward Partnership
7. Budget
8. Allocation of responsibilities for General Members

1. Priorities of the group

The RA agreed on the following Priorities:

- Service Charge / Management (at present)
- Co-op
- Neighbourhood Watch
- Arsenal
- Highbury Ward Partnership
- Social Activities for Queensland Road Residents
- Service Charge / Management (Historic)
- To report all minutes from meetings and further updates using the notice boards

2. Service Charge / Management

Priority – To receive a better service from Newlon & Contractors

It was agreed that residents are no longer logging all problems with the service centre and that there is a sense that they have given up.

Action

The RA is going to sort out posters for communal areas and boards which direct residents to report communal problems. It will also contain the Queensland road residents email address for residents to let the RA know if there has been no response.

RA needs to find out who has keys to the boards.

RA to ask Natalie Tuckwell for help once the content is agreed next meeting

For clarity the RA now knows and understands the following which is presently listed on the Service Charge Statement

Managing Agents

Ashburton Trading Limited is the managing agent and they manage all the properties around the Arsenal. Newlon have no control over their fees, they are invoiced by them and pass on the charges to our residents.

Grounds maintenance contract

Has just been awarded to John O'Connors. We note that the communal garden has now been tended to. Need to find out how often they will attend.

Security and Health and Safety Patrols

CCTV at 1 Queensland is monitored 24/7 off site at Ashburton Triangle, also your building is patrolled by the Estate Inspection Team on a weekly basis, they report items that need repairing, H & S issues, check doors/lifts/pumps/fire equipment and any other problems they find whilst patrolling. They also assist with access for engineers/BT/ test lift lines, read meters.

Other

- i) Service Charge Breakdown – The RA would like to understand what residents should expect from each service on the breakdown. The RA would like this to be a transparent process with Newlon.

Actions

The RA is to request that a representative from Newlon is at the next meeting to answer questions on this. We would also like to be consulted on the service charge for 2017 before it is signed off.

Alex Fisher is going to collate a list of queries in advance of the next meeting so Newlon can prepare. The RA realises that the SC breakdown is different on a block per block basis and would like to understand for each one where possible. By 11 July

- ii) RA requested Newlon to provide a month of logs from the Service Centre. This was received. RA ran through the list and noted there were a number of outstanding issues on the list which the RA would like to follow up. It's clear that residents are not reporting and logging all issues.

Actions

Lizzie Ramsey to email Judith Perry separately with issues on this and list of other outstanding issues listed below. These issues were agreed on in the meeting from a longer list of issues collated as detailed on the Agenda. It was felt that these issues should be logged as most of them were not on the Newlon log and Newlon need to officially be made aware so they can be tackled.

The RA requests that Newlon sends over a month of logs from the Service Centre each month in advance of their meeting so they can keep up to date on it.

- iii) The RA went through a significant list of problems within the buildings (Mentioned in point ii above). Some of the issues have now been resolved, or are dealt with elsewhere by the document. Issues such as – changing the fob system and changing signage in the building were removed as the RA felt this would only increase the Service Charge for the buildings which is not necessary at present.

The RA was also provided with a list of outstanding issues with Keir for the build. It was noted that water supply was raised on this schedule and the RA would like to bring up the issues with water supply on this schedule. The water is running warm and has a high pollutant level which is unacceptable.

Another issue is that the Astro pitches have not been sound proofed well and residents in Tower 1 on the first floor can hear everything from the pitches.

Actions

RA to raise concern with Newlon regarding water & Astro (Lizzie Ramsey to Judith)

The RA decided to log the following issues with Newlon Service Centre. **Lizzie Ramsey to Liaise with Judith Perry on the following:**

- **Glass Canopy – No. 1 Queensland Road**. This keeps getting smashed by Coaches reversing into it. The EIT has been advised that the glass canopy will be replaced like for like as this is part of the design of the building. *This is currently an insurance job, with no date for completion. The EIT has queried whether this should be redesigned.*
- **Missing Finger Protectors**. Raised following the inspection in February. Finger protectors cover the cap between wall and door in communal areas where the hinge are. *No Response.*
- **Corner protectors in 1 & 3 Queensland Road are not the same standard as those in 34** Issue of poorer quality communal areas. *No response.*
- **Missing Corner Protectors – 1 Queensland Road** – Self explanatory. Has this been reported? – *No Response*
- **Black tar dripping on the frontage (before the bin store)** I believe Dan took a photo of this. *No response*
- **Communal windows** windows do not appear to have ever been cleaned. When can we expect this to happen?
- **Door stopper – 1 Queensland Road** - The door stopper at the front entrance has been laying loose for weeks. My brother in law repaired it when he visited once but it has come loose again. This defect was definitely raised in Feb during the inspection with Dan and has not been repaired (or reported it seems). *No response*
- **Lighting in corridors** – not effective
- **Water** – Health & Safety issue – running warm and also high level of pollution
- **Noise from air conditioning units**
- **Problems with water pipes in cupboards leaking**
- **Poor condition of paintwork in communal areas on ground floors of buildings**

3. **Co-op**

Alex has liaised with the store Manager and explained concerns with timings of deliveries and mess. He was very accommodating and happy to work with us.

He apologised about the deliveries and explained that they get deliveries 6 or 7 days per week and that his designated delivery window is 7am-9am however he says 8 out of 10 times it is late. It was agreed that when lorries arrive early they will not be unloaded until 7am.

The inside of the shop has no space to store empty cages. He promised to keep the outside as tidy as possible at all times and that if they are ever a mess that we should just let him or his team know and they will address it straight away

RA also discussed that they would like deliveries to be later on the weekends.

Actions:

Alex Fisher to speak to Coop and ask for later deliveries on the weekends.

4. **Neighbourhood Watch / Police / ASB**

Karshan has registered with Neighbourhood watch.

Antisocial behaviour to be logged with queenslandroadresidentsasb@gmail.com

All behaviour to be collated.

No clear mechanism yet but RA would like to have a poster / a business card relating to reporting of anti-social behaviour with relevant contact details printed for all residents.

Actions

Karshan Moodley to liaise with the police to get this underway by 11 July

Karshan Moodley to distribute Neighbourhood watch stickers etc so they can be displayed on the road and in the entrances to all Newlon buildings on the ground floor.

5. Arsenal

Karshan has opened dialogue with James Beatty from Arsenal

The RA agreed the following problems need to be raised with Arsenal.

- i) Coaches – pollution monitoring?
- ii) Staff smoking outside the residential buildings
- iii) Cleaning of the street post matches
- iv) Waste management
- v) Noise
- vi) Coach parking elsewhere
- vii) Noise from astro – issues with sound proofing. (Also to be raised with Newlon)
- viii) The Hub is yet to engage with children living on Queensland Road.

Actions

Karshan Moodley to raise the above issues with Arsenal and to get a response / meet with James before the next meeting. This to be actioned by 11 July

6. Highbury Ward Partnership

There was a meeting in June.

Relevant points to Queensland Road (which is an item on the agenda in itself!)

Street cleaning - our road and surrounding roads should be cleaned every Tuesday (deep clean), Thurs and Saturday (rubbish collection), however it transpires that Queensland Road wasn't being cleaned by the Islington Street Cleaning team since they hadn't been told our road was now managed by the Council (since January apparently). Thankfully we will now be included on their weekly cleaning rounds. They said if there is any dumped rubbish, dog poo or anything equally disgusting to report it using their Clean Islington app as they have to resolve it within 24hrs.

Quiet Way proposal - still no update from TFL if this is going to go ahead (proposal is to close Benwell Road to non-local traffic and reintroduce width restrictions on Drayton Park Road to stop lorries etc) - they will hopefully have an update at the next meeting in September.

Coop lorry early morning loading/unloading – See above under Coop

Queensland Road Engagement -The Hub needs to improve engagement with children living on Queensland Road – lots of young children now, but concern when they are teens etc. The Hub is reported to have engaged well with schools but not with residents.

The RA felt that there should be a representative from the RA at the next meeting.

Actions

Lizzie Ramsey to find out date of next meeting and set up a google doc so members of the RA can log whether or not they will be attending. This will ensure a representative will attend. This to be done by 11 July.

7. Budget

It was confirmed that the RA has a budget of £250. The RA needs to set up a bank account.

8. Allocation of responsibilities for General Members

General Members are:

Fiona Green

Laura Roughan

Vivian Buffard

Dom Manley

Cheryl Black

Sophie (no details) Lizzie to ask for email

Nuria (no details) Lizzie to ask for emails

It was agreed that rather than responsibility for a block, General Members take on a responsibility for a particularly issue to support the committee on.

9. Next Meeting

Lizzie to send out a google doc to see where attendance will be highest.

Next 2 meetings will be either

2 or 3 August 2016

5 or 6 September 2016

The meeting finished after 1 hour 20 mins.