

Agenda – Residents Association Meeting 2 August 2016

Attendees:

Agenda

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

Attendees

Karshan Moodley (Chair)
Alex Fisher (Vice Chair)
Lizzie Ramsey (Secretary)
Fiona Green
Vivian Buffard
Natalie Tuckwell

Apologies

Anna (Treasurer)
Dom Manley

1. Other issues

At the outset of the meeting, KM reported an incident involving the anti social behaviour on the 26th July of some children on the road towards another resident. The incident was reported to Newlons security (Ciprian Stoica PO227 and Ionel Didu PO0168). The attendees agreed that once the Neighbourhood Watch is set up this should help but in the meantime **LR to follow up to see if reported to Newlon, and also to see if the incident was reported to the police.**

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.

RA needs to decide on content for posters in 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 to ask Natalie Tuckwell for help once the content is agreed. (see section below on posters)

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.

The RA is now in receipt of answers to queries on the Service Charge.

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

KM to ask Newlon to attend the next meeting if at all possible. If Newlon does attend the agenda is to be agreed by KM & AF before the meeting takes place.

ii) **Monitoring of the Logs to Service Centre**

LR requested Newlon to provide a month of logs from the Service Centre. This was received. LR reported the feedback from Newlon which is detailed below. The RA was happy to receive information requested on the bases suggested.

Newlon are going to print logs for reported maintenance issues every three months rather than running monthly logs as we feel that this gives a better reflection of jobs outstanding. Otherwise we run the risk of counting the same long term job more than once. For example we have jobs raised that are in hand but takes more than a month to complete so such a job will be recorded twice.

LR also reported that she has emailed Judith Perry separately with issues on this and list of other outstanding issues. Issues that have been logged are:

A job for the Door finger protector and the Door stopper has been raised and will soon be allocated to Wates living space to attend and rectify, the job ref is 8775.

iii) **Outstanding Build Issues**

Water

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. LR reported that Angela Nevin at Newlon is to provide RA with updates each month.

LR also received the following information on details about the Water supply which should be followed up.

Newlon have had the stored water re-tested for safety and a temperature check. Both were found to be within permitted ranges. We have asked our engineers to test a couple of cold water temps in a couple of flats to try and see if there is a significant gain as the water travels through the building. This has been arranged for 12 August. We will review it again after that.

Astro

The Astro pitches have not been sound proofed well and residents in Tower 1 on the first floor can hear everything from the pitches. The Astro noise is not a Newlon issue and needs to be raised with Ashburton Triangle Limited. **Natalie Tuckwell offered to contact ATL to see if this has been raised. Contact details need to be provided to her.**

iv) The RA decided to log the following issues with Newlon Service Centre. The majority of these have now been completed but some problems with the quality of work needs to be raised with Newlon as detailed below in **red**:

- **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. This has now been resolved and is back in place – **although to raise query about design and the quality of workmanship***
- **Missing Finger Protectors.** Raised following the inspection in February. Finger protectors cover the gap between wall and door in communal areas where the hinge are. **Job completed but concerns about quality**

- **Missing Corner Protectors – 1 Queensland Road** – Self explanatory. Has this been reported? *Job completed but concerns about quality*
- **Black tar dripping on the frontage (before the bin store)** I believe Dan took a photo of this. *This has still not been dealt with.*
- **Communal windows** do not appear to have ever been cleaned. When can we expect this to happen? *Needs querying*
- **Door stopper – 1 Queensland Road -** The door stopper at the front entrance has been lying 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). *Job now raised*
- **Noise from air conditioning units**
- **Problems with water pipes in cupboards leaking** –we need more detail – The RA agreed to investigate this further and to raise through the Facebook group in due course. (see below)
- **Poor condition of paintwork in communal areas on ground floors of buildings -** need to raise still – August 2016. *It was mentioned in the meeting that residents can petition for repainting. It would be useful to find out the cost of this from Newlon when they attend the meeting.*

3. **Car Parking**

Whilst discussing issue on the road, the RA discussed loading. There is no provision for this and **LR is to contact the council to log this as an issue. She will also email Councillor Greening so it can be raised at the Highbury West Ward Partnership Meeting.**

4. **Co-op**

Some residents feel that loading is still happening at 6am. AF to contact and **provide an update on the co -op**

5. **Neighbourhood Watch / Police / ASB**

Karshan has registered with Neighbourhood watch.

Antisocial behaviour to be logged with queenslandroadresidentsasb@gmail.com

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

Vivian Buffard to liaise with the police to get this underway and also so that Neighbourhood watch stickers etc can be distributed and displayed on the road and in the entrances to all Newlon buildings on the ground floor.

Karshan to bring the stickers etc to meeting to distribute.

To be discussed RE posters. (see below)

6. **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) The Hub is yet to engage with children living on Queensland Road.
- viii) Skateboarding

Another tenant from 1 Queensland Road has also been in touch with the stadium manager separately on Skateboarding

Karshan to provide update.

7. Highbury Ward Partnership

There was a meeting in June.

The next meeting is Wednesday 14 September 2016, 7pm, The Lime Room, Elizabeth House, 2 Hurlock Street, N5 1ED

There is now a sign up sheet for General Members so they can show whether they are attending.

LR to raise relevant points relating to Queensland Road RA as follows:

Street cleaning
Quiet Way proposal
Queensland Road Engagement
Loading for deliveries
Food bins for recycling
Signage for coaches on match days / extra security so engines are turned off.

8. Budget

The RA needs to set up a bank account. Anna to sort

9. Allocation of responsibilities for General Members

It was agreed in the last meeting that rather than responsibility for a block, General Members take on a responsibility for a particular issue to support the committee on. Responsibilities to date are detailed in the above list

Fiona Green
Laura Roughan
Vivian Buffard – *assisting Karshan with setting up of the Neighbourhood Watch.*
Dom Manley
Cheryl Black
Nuria
Natalie Tuckwell – *contacting ATL regarding planning and Noise from the Astro at the Hub.*
David Gritzman - dgritzman@hotmail.com
r.l.anderson@hotmail.co.uk

10. Engagement with the community & Social

- a) Facebook groups – Queensland Road

AF and NT to get login details so the QN7 1 Queensland Road FB Group can be managed. Name to be changed to QN7

Once this is set up there will be a board for reporting of repairs and a link to an online PDF document detailing the minutes from each RA meeting will be posted on the site.

b) Posters

It was agreed that there should be a poster with details for contacting the RA, details of minutes, a neighbourhood watch poster, and one encouraging reporting of repairs. Each poster to be short and sweet with as little, but useful info as possible.

RA Info poster to include:

Facebook Group once sorted

Email address for the RA

Logo of RA which was previously designed by Natalie.

Neighbourhood Watch poster to include

Contact details

What the watch is for

Email address for the watch

Police details etc.

Logo of RA which was previously designed by Natalie.

Minutes – to be poster shortened version of minutes included (more of an agenda style)

Logo of RA which was previously designed by Natalie.

Repairs poster – reminding residents that it is important to report repairs and that it is now being monitored by the RA

Logo of RA which was previously designed by Natalie.

c) Social

Ideas for social gatherings were discussed. Ideas included:

- Charity event
- Helping older people on the road
- Double Club – Arsenal
- Street Party
- Volunteering as an RA
- Tea Party in the Hub
- Music

Other issues still to pursue in the future (the posters and communications prioritised first).

d) Resident Liaison Officers

e) Estate Management Team

f) Engaging community to work with the RA

11. Next Meeting

Next meeting in September will be: Tuesday 6th.

Lizzie to send out a google doc to see where attendance will be highest for October and November meetings. Suggest the October meeting ties in with Judith Hughes attending to speak about the SC.

Meetings to be advertised on the Facebook Group.