Queensland Road Residents Association

Agenda

4 July 2017

7.30pm

The Arsenal Hub

Introduction of the Committee for 2017-2018

Chairman – Rebecca Anderson

Vice Chair – Natalie Tuckwell

Secretary – Lizzie Ramsey

Treasurer – Anna Morkowska

1. General Member Involvement

At the AGM it was noted that the same people tend to pick up jobs from the RA. Although we appreciate everyone is busy, and we don’t want to dissuade people from attending, please do not feel shy about volunteering to help with something if it catches your eye.

Suggestions for Policy for the year moving forward i.e. if you are working on more than 2 things already do not take on more responsibility than you can practically manage.

It was agreed that roles would be shared where possible and additional focus groups will be put in place where appropriate. Suggestions for focus groups areas were as follows:

* + - Service Charge Focus Group (in place)
    - Gardening Focus Group (in place)
    - Neighbourhood Watch (in place – more support needed?)
    - Relationshipe with Residents Forum and the Estate Inspection (Vanessa takes the lead on this – another volunteer required to assist Vanessa when she is on holiday etc)
    - Relationship with ATL
    - Relationship with Arsenal Hub
    - Social Focus Group (to organise QR social events such as a garden party etc)
    - Community Integration
    - Website Focus Group
    - Notice Board Group

1. Building cladding – Grenfell Tower

Newlon has reported that all buildings on Queensland Road are safe

Both 1 & 3 Queensland Road have sprinkler systems in the flats

Brief discussion in respect to the cladding and sprinkler system used in the buildings managed by Newlon

Noted that Newlon had arranged for their contractor (Chigwell) to test the sprinklers in the building

1. Security

The RA has sent Newlon a letter about the bike thefts in no. 1 Queensland Road, and the lack of a clear response from Newlon

Newlon has responded. Print outs of letter to be distributed at meeting.

Do we consider holding a consultation about the Concierge, who have been ineffective in preventing recording and reporting the thefts. Who would this extend to?

We could hold an online consultation (via doodle poll) to change the concierge services to be provided on the road itself.

* + Overall discussion and update in relation to the progress made with Newlon in respect to the security issues raised following the bike/parcel thefts.
  + RA to follow up with Newlon in respect to progress being made.
  + Updates posted to the Queensland Road facebook page to be printed and circulated to all residents via post boxes (as not all residents are in the facebook group).
  + To consider further an online consultation in respect to the concierge services provided on the road itself.

1. Communications with Residents

Website – Lizzie and Nora to work on updating this.

Suggested new pages are “quick fixes for flats” / complaints procedure to Newlon / details about building insurance / improved description of the role of the RA / page for consultations and doodle polls / greater clarity that the RA is for all residents

Need to purchase a better URL for the website/ complaints procedure

Distribution lists – Lizzie to post another link to sign up on the facebook group before the next meeting.

Minutes – to be put up in all buildings and on website (already on website)

Twitter / Instagram account – thoughts on setting this up / volunteers to help

At the AGM it was suggested that Service Level Agreements could be put on the website, but the RA has previously decided not to do this as they are large documents and can be requested by all tenants anyway. We are however happy to quote from SLAs that we have – example being the thefts from the bike store and our first letter to Newlon.

Notice Boards – RA to hit these in a co-ordinated manner and update so they look co-ordinated, professional and attractive. And so they contain the correct material – perhaps a job for one weekend in august. Need volunteers (“Notice Board Group”) It could tie in with a gardening weekend?

Also to request a Master Key for the RA – although this could be tricky given security issues at present.

Outreach – Natalie to start looking at ways of getting kids engaged with the road – to tie in with the Co-op

* + Website to be updated in line with the points raised above (also to include a recommendations section for Liam the plumber – Rebecca to obtain consent from Liam)
  + Determined that a Twitter/Instagram account should not be used for the time being given we have a Facebook page and Website already in place
  + RA to discuss obtaining a master key from Newlon
  + Notice Boards – to determine a weekend to update these
  + Doodle polls to be utilised moving forward to obtain feedback from residents and to assist in decision making in respect to how grants are spent etc

1. Relationship with the Residents Forum and the Estate Inspection team.

Vanessa to lead on contact on this and is already providing the

* + Vanessa to provide further update.

1. Relationship with ATL as freeholders

Given that ATL are responsible for cladding on the building we should approach and work on building a relationship.

ATL will be in charge of maintenance of outer parts of buildings if they fall in to disrepair, and it might also help us to get a better understanding of the huge management fee we pay each year.

We need someone to volunteer and lead and perhaps get them to a meeting at one point. Perhaps more for the committee to initially do?

* + Liaison group / person to be appointed.

1. Relationship with John Beattie – Arsenal Hub

BA to introduce herself to JB? Or we could have another lead on the relationship with Arsenal? Karshan has historically got on well with John!

Policing on Match days – has this reduced

Also concern about the Europa League? Matches will be on a Thursday and Friday evening. How will Arsenal be ensuring safety / match day management / noise management – particularly on a Friday.

1. Communal Gardening update – Vivian / Nora – thoughts on expansion / raising money / consultation on making the communal area at 1&3 more sophisticated

Nora has an email from Newlon on new gardening furniture.

Could we get someone from no. 34 to lead on a similar initiative in their building?

* + Queensland Road Social to be held on the terrace to allow the progress in respect communal garden to be shown to other residents.
  + To consider involvement on a similar initive in No 34.
  + To hold fundraising initiatives at social events to raise money for additional equipment and flowers etc

1. Neighbourhood Watch Update – David Gritzman (drugs / bike thefts / advertising on road)
2. Newlon & communications

Communications via text seem irrelevant and often frustrating as sent when other matters have arisen. They come across as insensitive.

Suggestion of a meeting of the committee only with Bill Henderson to deal with and raise the most pressing matters

The committee will liaise with Lloyd from Isobel Place as they seem to be very efficient at getting items actioned. – Need volunteer?

* + Agreed that Lloyd from Isobel Place will be contacted and following this meeting with Newlon to be arranged.

1. Setting Dates for the next year RA meetings and arrange a date for Newlon to attend meeting
   * It was agreed that dates for the RA meetings until the end of FY17 would be agreed and once rooms had been booked at Arsenal Hub these dates would be advertised in the FB group and in the communal areas of the building.
   * It was decided that to make the RA meetings accessible to as many residents as possible they would be held on different week nights each months and will be held on a Saturday once a quarter.
2. Doodle polls for resident engagement

These are already used and set up using google forms on the gmail account. To discuss keeping all forms to one account and access to parts of the account.

* + Agreed that doodle polls should be utilised moving forward to obtain feedback from residents and to assist in decision making in respect to how grants are spent etc

1. Social event for the road – social working group?
   * It was agreed that the first social event for the road would be joined up with the next monthly gardening meet up (at the end of July) as this would allow other residents make use of the garden space on Level 2.
   * Further social events would be organised for dates in the future.
2. Highbury West Ward Partnership
3. Service Charge Working Group update
   * Rebecca to re-engage with Newlon in respect to the ongoing Service Charge matter.