**Queensland Road Residents Association**

**Meeting Notes 21 Nov 2017**

**Attendees:**

Natalie Nattering – Vice Chair

Rebecca Anderson - Chair

Anna Morowska -

Vivian Buffard – General Member

Elizabete Cidre - Resident

**Apologies:**

David Gritzman

Lizzie Ramsey

1. Neighbourhood Watch:

David Gritzman, the Queensland Road NHW Coordinator, arranged for the Safer Neighbourhoods contact PC Cain to attend. We spoke about local issues (bike thefts and Newlon’s response, local drug dealing and the closure of a crack house on Benwell Road, problem with phone snatching & moped thefts around the stadium). PC Cain reuested residents/NHW to start reporting more incidences as patrols are prioritised in areas where reporting most takes place (currently in the Northern part of the Highbury West Ward). PC Cain also raised concern about security of our mail boxes and the risk of identity theft.

**AP: PC Cain & RA to arrange a ‘Bike Marking’ event at the Arsenal Hub on a Saturday whereby local residents can take their bikes along to be marked using their newest digital kits**

**AP: RA to promote the Highbury West Police twitter handle @MPShighburyWest and follow them for updates**

**AP: The RA/NHW Coordinator will gather all info from Facebook and emails and forward them on to PC Cain**

**AP: NHW posters: Vivian to simplify wording, encouraging residents to report issues to one central email address**

**AP: PC Cain to follow up NHW Street Signs for us**

**AP: Natalie to contact Newlon regarding stolen post and making postal area more secure, ccing PC Cain.**

1. Fire Drop Key Question. **AP: Rebecca to email Newlon & NACD asking for an update on our proposal of linking the fire drop keys to an alarm system that would alert the concierge when they are being used (who would then contact the police).**
2. Front lobby door and rear door (Tower 3) – Rebecca has chased Newlon via email. **AP: Will update at next meeting.**
3. Monthly Estate inspections – Anna & Alex have been attending estate inspections and raised some repair issues we would like updates on, for example the broken finger guards on fire doors, the communal garden.. Vivian commented that residents only ever attend inspections for Towers 1, 3 and 34 and as such we do not know of any outstanding issues in other blocks. **AP: find out who else attends inspections and what is being reported monthly so we can follow up unresolved repairs.**
4. Parking Plans update: Natalie emailed contact at Islington Council to let them know not all residents received the consultation letter and to ask for an update. **AP: Natalie to update the RA at the next meeting**
5. Gardening Group update: October gardening day was more of a social themed around Halloween with pumpkin carving for the kids and food drinks for the adults. **AP: We will stop the garden days over the winter apart from to move a couple of the fruit bushes.**

**AP: Vivian to reply to email from Newlon about other Newlon residents interested in rolling out similar initiatives in their shared gardens. AP: we need to think again how to finance this in the year ahead, any fundraising ideas?**

1. Social events in the future: we discussed having the December RA meeting in the pub or somewhere more social . **AP: advertise this on the facebook group and send email round to the RA general members.**
2. EON heat tariff. **AP: RA to remind Newlon to notify residents as promised of the correct tariff. Also to publicise on Facebook and website that Switch 2 are no longer supported by All Pay.**
3. Newlon notice boards for all residents. **AP: RA to follow up with Newlon about missing noticeboards in some blocks.**
4. Recommended tradespeople noticeboard initiative. **AP: Natalie to put up Liam’s details who many residents have used for plumbing repairs.**
5. Co-op noise update: Following several noise complaints to the council and a letter from the council to the Co-op, Natalie has heard from the Co-op manager that delivery times have now improved and 90% of deliveries now come between 10-6pm. **AP: we would like to encourage residents to continue ringing the council ASB line if delivery times are still causing a disruption and nuisance. AP: Natalie to send letter to council with suggested changes to parking immediately outside the co-op on Benwell Road to avoid lorries using Queensland Road for loading and unloading.**
6. ASB noise update: **AP: to request plans of flats which they have given to council and find out what steps are taken when an issue is reported. It was decided not to post incidences on the website as previously proposed as it falls outside of the RA’s remit.**
7. Islington “Clean Islington “ App. **AP: RA to promote again via Facebook and website to encourage reporting of dog fouling, fly tipping and general rubbish issues in Islington. The council have to action within 24 hours.**
8. Other Islington Council news:
9. **Street Trees:** Vivian reported back that after months of investigation by Islington Council’s Trees department, it’s sadly not going to be possible to have street trees planted along our road due to underground obstructions running the entire length of the pavements.
10. **AP: RA to follow up on lack of recycling facilities for kitchen waste in certain blocks along the street.**
11. **Service Charge Update:** following recent Service Charge Statements, Karshan & Alex (both RA General Members and on the Service Charge sub-committee) have compiled detailed spreadsheets with cost codes and requested from Newlon further breakdown on certain items. Karshan has requested the RA committee to question the glass canopy repair which has been billed to residents of Tower 1 and the garden contract that has risen by 200%. Vivian would like certain repairs bills to be questioned also, such as those that have to be repaired more than once due to poor quality of fixtures and fittings.

Vivian has suggested a separate sub-committee or rolling agenda item on ‘value for money’ of contractors like Wates, NACD, lift contractors and the gardeners to better scrutinise their work and separate this from the Service Charge. Rebecca suggested a two pronged approach whereby we have to ask proactively when Newlon send us a Section 20 and to focus on the big ticket items.

**AP: Rebecca to follow up email to Newlon requesting a meeting with Committee and Tim;**

**AP: Alex & Karshan to forward relevant emails to/from Newlon regarding the Service Charge to the RA Committee;**

**AP: RA to remind all residents to be proactive in questioning the Service Charge Statements and when Section 20’s are issued through Facebook and website and perhaps set up an alerts when a Section 20 is issued with the deadline for feedback.**

1. Green Roof maintenance. **AP: RA to request a “schedule for works” from Arsenal.**

**AOB:**

It has been suggested by General Members that the meetings go back to being on the same day of the week, like the first Monday or Tuesday of the month. Also that an 8pm start is better for those returning from work.

**NEXT MEETING DATE: WEDNESDAY 13th DECEMBER**

**Suggested location: The Horatia pub or The Highbury Library**