

Aldgate Estate Residents' Association
Estate Issues Meeting Tuesday 3rd November 2009
Minutes \ Action Points

Present:

Residents	Margaret Leyland
Andrew Coombes (Chair)	
Tim Limbrick (Minutes)	
Mary Hayes	
Sean Irwin	
Reena	Digital Inclusion Team
Mrs Celine Lutz	Liam Barnes
R. Thpbd	
John Harding	Councillors
Yolanda Hare	Delis Regis
F.Sorrell	
Roger Jones	Guinness Trust
C.Hutton	Koddu Miah
F.Nobeebaccus	
Norman McMaster	City police
Jack	PC Dan Valler

Chair opened meeting.

(1) Apologies received from Nahide Cook, S. Murray, H. Jones, Phillip Sharp, PC John Innis.

(2) Minutes for 15th September 09 accepted as true and accurate.

(3) Internet Café in Iveagh Court Community Rooms.

Presentation by Liam Barnes of possible evening instruction sessions in ICT and open-internet access at Iveagh Court.

Agreement from most residents for exRA internet access and facilities to take place, however it is felt that the new Porksoken Community centre would be a better venue in terms of space, practicality and also more permanent. Roger thinks it could be better tied into the existing facilities at the centre. CC Regis asked for volunteers to assist in the process of managing the use of Porksoken Centre.

Action point: Delis suggests taking this forward as a component part of the user-group development at the Porksoken community centre and will talk to Liam and the portsoken user-group.

Several volunteers have put themselves forward for the portsoken committee.

(4 & 5) Recent information provided by GT on service charge not fit-for-purpose. There has been a lack of consultation with residents on service charge.

Andrew Coombes put forward 2 proposals:

i/ "This Association notes that the information the GT has recently provided to tenants on the service charge for 2008/9 is not fit for purpose – the information is badly presented and incomplete. We invite the GT to work with residents to agree a format that will provide tenants with all the information they need in a way that can be easily understood."

Koddus responded that he had recently sent a "simpler" flyer to all residents providing information on the service charge for 2008/09. However residents did not feel this was adequate. A new format was needed to more clearly present the different costs to different users. The motion was passed unopposed.

Action Point: Koddus has agreed to a modified format and the RA will write to John Slade to further consultation on agreed format.

ii/ "This Association regrets the absence of any consultation with residents in the setting of the service charge for this estate for the current year. We insist on our right to be fully and properly consulted in setting the charge for 2010/11 and future years. We invite the GT to work with residents to agree an inclusive consultation process to fix the service charge for 2010/11. This process should be agreed by 31 December 2009."

Residents' agreed there should be full and proper consultation on the service charge items before the charge is set. The motion was passed unopposed. The draft of the next service charge should be forwarded to residents' Champions. Khoddus very sorry that residents have not been invited to work with the Trust on setting service charges in the past as well as looking at the quarterly spend, however he will be very happy to work with couple of residents / service charge champions on all future service charges.

Action point: A number of delegated residents (3 or 4) will be put forward to investigate the service charge draft before 31st December 09 & the RA (Andrew) will write to John Slade on both propositions.

(6 & 11)

Improvement of lifts in cenRAL enRAnce Guinness crt:

There is no program to replace the lifts in enRAnce 3, however Philip Sharpe has advised Khoddus that they will be looking at reviewing the lift program in the next financial year.

Action point: Khoddus says Lifts will be cleaned daily from now on (mon-fri) and it will be added to the rosta.

Cleaning of Stairwells, etc:

Why is there no cover for caretakers when they are off sick? Residents already pay for this service, cover should be provided.

Noted that residents are not happy with the quality of service cover for cleaning. Also noted that khoddus is going to change the responsibilities of the caretakers to specific blocks.

Action points: for Deep-clean.

- a. Koddus is to put together plan on how he is to change things.
- b. RA also to come-up with ideas and solutions to the problems concerned with maintenance etc.
- c. Koddus to arrange for someone from GT to explain maintenance issues etc to RA.

(7) Pest Control: possibility of visits outside of business hours for those in full-time work.

Koddus says Out of hour visit can be arranged on an individual basis, as a 3 week intensive visit, but will only be done on exceptional circumstances as there will be an exRA charge on top of the normal conRAct.

Action points: Koddus, with RA, to review and negotiate with conRActors to provide out-of-hours access.

(8) Decent Homes: Kitchen renewals & Bathroom renewals: Full scope of works planned.

Koddus says GT have identified an empty flat to carry out a decent home program as a show flat, this will be open to residents to view once the works are completed. Maintenance will make contact with residents to discuss the proposal of the full works very soon and are hoping to tender by mid December 2009. Unfortunately the windows and front door renewal will not be done at present.

(9) Security doors:

Koddus says that 75 percent of the specification has been written up by Philip Sharpe and GT plan is to go out to tender mid to late November, however residents later requested that they were included in the specification process (see below), aim to start mid February 2010.

Action points: Before the agreed system goes out to tender a delegated number of resident "champions" will be fully consulted on specification, and subsequently be involved in the tendering process. Koddus will get a timeline for specification/tender process and feedback to RA.

(10) Decent Homes & Security Doors.

Action points:

Security Doors: Before the specification goes out to tender a small group of resident "champions", Delis Regis CC and someone from the City Police will be fully consulted on specification, and (except for police) subsequently be involved in the tendering process. Koddus will get a timeline for specification/tender process and feedback to RA.

Decent Homes: GT to monitor noise levels as agreed at previous "decent homes" meeting

(12) TV aerial problems.

Koddus has spoken to Dave at Findley Communication couple of times, he has advised him that there was storm damage and also a problem with the Amp which was causing some disruptions, however this has been resolved and all should be working as normal.

Action point: residents should feel free to get in touch with Dave if any continuing problems on: 01268 775 667

(13) Compare pollution near main road, to that inside the estate.

Action point: RA to invite CoL representative to discuss air pollution.

(14) Cost of equipment to upgrade CCTV recording equipment.

Koddus has received 3 quotations to upgrade the recorder, which will record up to 28 days CCTV footage. Majority of Residents in meeting voted "yes" to upgrade.

Action point: Koddus to talk to Police on most suitable purchase of HardDrive and then consult/ballot all tenants on the Estate (it is a service chargeable item).

Other Ongoing Items & matters arising

(15) Report on Meetings re Constitution (organised by D Regis).

Action point: Directive of the RA for "champions" to resist a quorum of 30.

(16 &17) GT reply to outstanding issues list.

- a. Single contact point for GT will be london@guinness.org.uk
- b. Cleaning log will be signed in *when task is actually done*.
- c. Signposting will be kept consistent when the door-entry system is installed.
- d. ?
- e. The need for exRA bin camera middle enRAnce to be reviewed.
- f. Moved to next meeting.

Any other business.

(18)

a. Hoarding on rear wall.

PC Dan Valler says there is no evidence of illegal or antisocial abuse of the Bethams Minorities garden area. Therefore a hoarding is not required.

Action point: Majority of residents present at meeting strongly object to anykind of hoarding going up, above wall.

b. Koddus to publicise fire-escape procedures to all residents.

(19) Date and time of next meeting 6.30pm 12th January 2010, Iveagh court community room.