

# Notes of Ledbury Estate Residents Project Group Meeting - 10 Oct 2017

## Attendance

Resident members		
Kim Hooper	KH	LBS
Mike Tyrrell	MT	LBS
Abby Buckingham	AB	LBS
Sharon Shadbolt	SSH	LBS
Tony Hunter	TH	LBS
Ray Coyle	RC	Open Communities - ITLA

### 1. Introductions

Introductions were made around the table. **RC** suggested that the ITLA take the minutes in the form of bullet pointed notes and this was agreed

### 2. Purpose of the RPG

**RC** briefly outlined the purpose of the RPT in that it would provide a resident led mechanism to work with LBS in the monitoring and consultation of the works. **RC** pointed out that the RPG has representation from tenants and leaseholders as well as from the local TRA and the Ledbury Action Group and that Open Communities would provide a supporting role to the resident members

### 3. Terms of Reference (ToR)

- **RC** then asked if members had looked through the draft terms of reference and code of conduct so that they could be adopted. **TH** stated that the first two key issues in the draft ToR had now passed (options and specifications for the works) and that the RPG was now at the stage of monitoring the progress of the works
- **KH** commented on point 22 of the draft ToR and stated that every effort would be made by LBS to adhere to this but that this might prove difficult on occasion. The draft ToR were then adopted

### 4. Update from LBS

- **MT** stated that a full team was now in place and that the estate office was open from 8AM to 8PM with a skeleton staff outside of these hours. Regular newsletters are now going out to residents and the initial leaseholders meeting had taken place and was positive. LBS are in the process of addressing the issues raised at the L/H meeting. **TH** said that automated heat and smoke detectors were now in all blocks but were not yet commissioned. All who had requested immersion heaters now have them. All residents will have heating and hot water by end Oct providing access has been provided.

### 5. Report from Keepmoat

- **AB** said that the boilers for each of the blocks would have an automatic next day delivery system when fuel runs low.

- Heat interface units will be installed in each flat. **DG** asked if instruction sessions could be provided in void properties to inform residents on how they work. Or if each of the housing officers could be used as information points for this – **AB to check**

## 6. Residents issues

- A general discussion took place about the resident who left his cooker on and resulted in the fire brigade being called. **JD** said that this had highlighted a language issue in that the fire wardens could not speak English. **MT said he would test this and report back.**
- **JD** raised the issues of sprinklers and that LFB had recommended their use in high rise blocks. **TH** said this was not clear since the Grenfell disaster and that all local authorities are looking at this. **TH said he would seek advice from LFB.**
- **AB** stated that, in terms of what is classed as major works and what is repairs in relation to the project, Keepmoat will take care of small 'making good' jobs where there is damage etc and that this will be looked at on a case by case basis. **AB** stated that residents can contact any one of the team re making good. In terms of records held by LBS on previous major works – there is not a comprehensive record available due mainly to not having a computerised system in place to record.
- **TE** asked if Keepmoat would remove original tanks and if storage cupboards were being offered in their place. **AB** stated that where tanks have been removed from flats there will be the opportunity to have a storage cupboard installed.
- **GH** asked about the situation with gas meters and capping piping. **TH** said that there should be no standing charges for meters and that suppliers are responsible for removing. (Post meeting note – there is a standard letter for residents to send to their gas supplier available from LBS in TRA Hall). **JD** was unhappy with how pipes have been capped in her flat and that this should be carried out more effectively. **AB** stated that these issues will be picked up as they arise.
- **DO** raised an issue with keys being left with Keepmoat and that this resulted in his flat being easily accessible. **AB** confirmed that LBS had dealt with this and it would not be an issue going forward.
- **TE** asked a number of general questions: The pressure of water in the higher floors. **GH** said the pressure in his flat was good (12<sup>th</sup> floor). The nature of the substances use to address the gap between floors and the compartmentalising of the blocks – **TH** stated that a number of materials have been looked at this stage, and we are happy with the permanent solutions. The tidying up of the pipework on the estate and how this will look on completion. **MT** stated that the 'tattiness' of the whole estate will be addressed and a 'deep clean' would help in tidying things up in the short term. **AB** stated that there are a number of ways the new tanks could look to make them look less obtrusive and more attractive. Longer term it is not clear yet as

to how the new piping will be housed – whether that is underground or otherwise. Clarity is required on this

- **PG** raised a number of issues which were raised at the latest leaseholders meeting and was informed that these issues will be discussed and addressed via the regular leaseholder meetings – including the feedback of issues raised at these meetings. **PG** then asked if the cost of the cleaning will be passed on to leaseholders. **MT** said there would be no cost to leaseholders for this. **DG** asked for all service charges to be suspended for a set period of time. **MT** said this would not be possible but he will ensure that it is considered for elements such as Door Entry which has not been in service whilst the works have been going on. **PG** asked about the potential impact of the works on building insurance – **TH** said he would look at this and report back
- There was then a general discussion around the effectiveness of the cleaning service in the blocks and how this has been an issue for some time and it was not an issue as a direct result of the project.

**7. Any other business**

None

**8. Date of next meeting**

- Date of next meeting was set for Tues 7 Nov 2017

Ray Coyle  
12.10.17.