

Regenter Brockley Residents Panel Minutes

27th April 2022

Present were:

KG	Kenneth Gill, Pinnacle Area Housing Manager
SS	Sandra Simpson, Pinnacle Leasehold Project Manager
SM	Sam Mason, Pinnacle Community Development Manager
KC	Katinka Csiger, Pinnacle Estate Services Contract Manager
AG	Adam Gwatkin, Rydon Contract Manager
PW	Paul Williams, Pinnacle Head of Housing

Residents

SR	Sarah Robinson - Vice Chair
SO	Stephen Owen
DW	Denise Ward
SK	Samantha King
MM	Michelle Morgan
PA	Pauline Anderson

Welcome, Introductions and Apologies

Sarah Robinson (SR) introduced herself as Vice Chair and welcomed all to the meeting. KG, SS, KC, SM and AG introduced themselves.

Apologies were received from John Pedretti (JP) and Lisa Catlin (LC).

Minutes from the previous meeting

KG on page 2 of the minutes the gate in question is at Erica House not Alder House.

Action: SM to update and share.

Matters Arising

AG confirmed that lifecycle works are scheduled for 2024/25 on 18 Manor Avenue and that the schedule is with Regenter.

SR asked if the schedule of works could be published on the website. KG agreed and is looking for the best way to upload the information as it's not very user friendly in its current form.

Action: KG to have the lifecycle programme uploaded onto the Regenter Brockley website

On the notification of works at Erica House, AG stated that any lifecycle works are communicated via notices or letter drops. AG has no specific information about the issue at Erica House, but if contractors are cold calling without prior notice, residents should call the Rydon call centre for confirmation that the works are booked in.

SK, when the works were done to the balconies, no letter was received until a week after the work was done. DW said she also has a property in Erica House and received no letter. AG apologised for the delay in the letter being received.

SS said she thought the works didn't come under section 20. Erica House hallways were painted earlier in the year, but there were no separate charges and no access to properties required so no notification would have come from Pinnacle's leasehold team. KG if works are being done and access is needed, this should be communicated to residents.

Action: KG to confirm the process for notifying residents of upcoming works in their buildings.

Report of the Panel's Work 2021-2022

SR summarised the work of the resident panel in 2021-22, highlighting three specific areas. First, by promoting awareness of the panel and its work via letter drop to households in the PFI area explaining what the panel does, and calling for suggestions for agenda items, leading to a big uplift in attendance and the establishment of monthly e-surgeries. SR noted improvements that had been made to the minutes, including the provision of a clearer actions log.

SR noted the panel's response to specific resident concerns, citing the inclusion of flytipping as an agenda item during a recent panel meeting. The panel also shared feedback on the work of Pinnacle, making suggestions for improvements in how it's carried out and hopes these improvements are adopted and taken forward in future iterations.

Lastly, SR said the panel was able to provide feedback on rent and service charge increases and voiced residents' concerns around the need for a more extensive consultation on similar matters in future.

SR hopes that the next Chair and Vice Chair of the panel can take this momentum forward and thanked Pinnacle officers for their support.

Panel Nominations

PA introduced herself as a longstanding Lewisham resident with experience as Vice Chair of her union and involvement with the union treasury. PA had initially put herself forward for the Vice Chair position but would prefer simply to join the panel.

DW, having put herself forward for the position of Chair, no longer wishes to stand, and would prefer to focus on the process of finding a new housing management provider, following the end of the existing PFI contract in 2027.

KG said he'd like to approach other panel members who aren't in attendance to find suitable candidates and that KG and SS will act as chair and vice chair in the interim.

SR asked who will be invited to put themselves forward. KG said everyone we have contact details for.

Action: SM to reissue call for resident panel Chair and Vice Chair candidates

Pinnacle Updates

KC said Pinnacle's Estate Services Team is at full strength and carrying out a lot of pruning at the moment. Lewisham were experiencing some waste collection issues recently, but the team are keeping refuse areas tidy. Last week there was a mechanical issue regarding bulk collections which is now rectified and estate inspections are now on schedule.

SM has been working on the most recent edition of the Brockley Bugle, which includes a feature introducing the grounds maintenance team, an information piece on doorstep scams, promotional pieces on Lewisham Be Active and free courses at Lewisham College, a piece from Rydon about the proper disposal of fats, oils and greases and a new activity calendar for cyclical local events informed by last year's community development survey. SM has also been promoting monthly e-surgeries, working with Lilac and Alder House on their fun day and arranging financial advice sessions for residents with Pinnacle's Financial Inclusion team

KG said that end of year contract monitoring is now taking place, including the surveying of residents on various aspects of service delivery: resident satisfaction is at 88%, satisfaction with resident participation 89%, facilities management 89%. 900 people were sent surveys electronically, though as this wasn't very fruitful, we followed up with phone calls, leading to 525 residents in total being surveyed.

KG confirmed 718 surveys of fire doors have now happened, with 60 new doors fitted by the end of March, though this figure will have increased significantly since then. 333 doors need planning permission owing to various issues and these have been submitted. The leasehold fire door programme hasn't started, while the complicated communications are finalised. KG is conscious this has been due for some time and hopes to have an update asap.

SR asked for a timeframe on this communication. KG has no further clarity, there are several types of doors, costs and designs, so it's a complex piece of work. SR asked if the engagement officer for the project could attend the next panel meeting. KG agreed.

Action: KG to invite the fire door project engagement officer to the 27th July resident panel meeting.

Rydon Updates

AG said the Rydon team is fully staffed, they are looking to bring in additional sub-contractors to build capacity, but it's business as usual at the moment for Rydon.

SK regarding the gate at Erica House, there's now a lock on the gate but it's been left open allowing cars to park around the back of the building. KG suggested installing a new padlock so that only Pinnacle and Rydon have access. AG said contractors won't have been issued keys, so we can proceed with changing the locks. SS asked if SK could observe whether or not cars drive in after Rydon leave, and let us know when it happens as this would help build a picture of the issue.

Action: KG and AG to arrange a new lock for the gate at Erica House.

DW stated that this area causes a lot of noise and used to be a resident's space and should be repurposed for that use, rather than charging residents for it's refurbishment. SS said the planned works never happened and no charges were made to residents.

DW asked when the current PFI contract expires, SS confirmed 2027.

Rydon: Explanation of the process for notifying residents of works

AG for a standard repair, residents raise the job, which gets logged and a visit arranged with the resident. For bigger pieces of work there should be notification by letter drop and notices going up, and Section 20s issued to leaseholders where appropriate. Residents should ring the call centre if they would like to query anyone who turns up to carry work at their property.

SR asked about timeframes. AG said communications should go out two week prior, possibly four, will confirm with his lifecycle team and confirm via SM for inclusion with the minutes.

Action: AG to confirm timescales on notifications to residents in the lead up to maintenance work.

AOB

No further business.

Date of next meeting: Wednesday 27th July 2022



Working together in partnership

Action	Owner	Status
SM to update and share minutes from January 2022, updating the location of the gate on page 2 to Erica House	SM	
KG to have the lifecycle programme uploaded onto the website	KG	
KG to confirm the process for notifying residents of upcoming works in their buildings	KG	
SM to reissue call for resident panel Chair and Vice Chair candidates	SM	
KG to invite the fire door project engagement officer to the 27th July resident panel meeting	KG	
KG and AG to arrange a new lock for the gate at Erica House	KG/AG	
AG to confirm timescales on notifications to residents in the lead up to maintenance work	AG	

