

## Regenter Brockley Residents Panel Minutes

27<sup>th</sup> January 2022

### Present were:

1	KG	Kenneth Gill - Area Housing Manager Pinnacle
2	SS	Sandra Simpson – Project Manager Leasehold Pinnacle
3	KC	Katinka Csigner
4	NW	Nikki Walker

### Residents

5	SO	Stephen Owen – (Greatfield Close) Chair
6	SR	Sarah Robinson (Nuding Close) Vice Chair
7	NM	Neil Martin
8	LC	Lisa Catlin
9	A	A
10	L	Louise
11	MB	Mr Berisa
12	AK	Annika
13	YV	Yvette
14	CH	Chappy
15	AI	Aiden
16	FH	Fiona Haynes
17	SR	Sarah Ryan
18	ME	Michelle
19	N	Neil

### Item 1. Welcome, Introductions and Apologies

Welcome and apologies Sarah Robinson (SR) introduced herself as Vice Chair and welcomed all to the meeting. SR reminded all to keep comments and questions polite. Apologies were received from Sam Mason (Pinnacle) and John Pedretti (JP). No Rydon representative was in attendance and no apologies from Rydon were received. SR said the agenda would be varied so that Pinnacle's estate services team could give their update first.

Estate Services Nikki Walker (NW) introduced Kat (KC) as the new Contract Manager who started in January. If you see her on your estate, you can stop and ask her questions about anything you see on the estate. All estate inspections are on time, there are now all permanent staff and no temps. Cleaning is on schedule. There were a lot of bulk collections after Christmas. Anyone needing bulk collections can contact Customer Services and pre-book one. Fly tipping is currently an issue across some estates. Fly tipping, with the exception of builder's waste, can also be collected.

Michelle (ME) reported a missing bin on her estate. NW said that this should be reported to the Local Authority and that she would do this on behalf of ME.

NW clarified the difference between bulky waste and fly tipping. Bulky waste are household items, fly tipping is everything else, tipped by people that do not live on our estates. Fly tipping should be reported to Lewisham and they will prosecute if they recover enough evidence. There should be a notice about this on all estate noticeboards.

Fly tipping can be reported using the Love Lewisham website. For collections of bulky waste contact [brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk)

## **Item 2. Minutes of the last meeting and matters arising**

Kenneth Gill (KG) provided updates from that meeting.

Regarding Erica House rubbish, this fell under the bulk waste guidance above. Regarding the gates left open at Erica House there is only 1 mobile man with a van. The whole team has been informed that they should not park there unless they are there to carry out works. Residents should report anything untoward to KG, their housing manager, or to Brockley customer services.

Regarding cleaning at Lilac House KG said there had been some temporary staff carrying out cleaning duties and they may have lacked some of the job skills necessary for the job. The staff is now all permanent and they have been reminded about which jobs need doing. Overall the picture is better now than 3 months ago. Any problems should be reported giving the date and time etc of the issue.

Regarding the Pinnacle website KG said that the website is not the primary source of contact for Pinnacle and residents. Their front desk is the priority method for contact. The website is not within their contract or a priority for them to update.

SR asked residents if they had any matters arising.

Neil Martin (NM) said that he was promised a copy of the survey report on his front door. Sandra Simpson (SS) said that they did not have a physical report to send out. Rather everything was on a spreadsheet, which had every property on it, one line for each door, saying if it passes or fails. Each column relates to each part of the door, eg handle, numbering etc. They hope to start sending out the information in the next few days. NM said that you cannot start a consultation process unless residents receive the information.

Yvette (YV) said that a survey on her door was meant to take place on 4 January but no-one turned up. She tried to contact them by mobile with no luck. Yvette wants to opt out of the Regenter fire door programme as she does not have any confidence in the process. She also had a problem with a tree surgeon not turning up.

### **Item 3. Update on the work of the Resident Panel**

SR reported on the work of the Panel. They had gathered resident input on the service charge and rent increases and shared this with the Council and Pinnacle. The Council have agreed that a better consultation process needs to take place next year. The Panel will also be writing back to the Council regarding the way in which annual service charges are increased.

### **Item 4. Regenter updates**

SR asked Pinnacle to provide their updates

#### Pinnacle

KG said that Pinnacle are working towards their annual KPI targets and that these are being met and exceeded. KG said they are currently recruiting for 2 vacancies.

KG said that Pinnacle have 5-6 years left on their contract and in that time properties will be brought up to the required standard. Section 20 Notices are being sent out for Major Works with a breakdown. Because of the PFI contract, costs are capped at £10,000 and there are many ways to pay.

SM had sent apologies and there was no update on resident engagement.

Rydon had not sent a representative and therefore no update could be provided.

Estate services update was covered under Item 1 above.

### **Item 5. Fire door replacement scheme**

#### Fire Door Replacement

KG said that John Pedretti was unable to attend but that KG would provide an update as best he could.

The specification for the fire doors will be put onto the Pinnacle website and residents can also request that it is emailed to them by contacting Customer Services. Regenter are working on pricing. 30 doors have been installed to date and they are working to have all doors replaced by the end of the year. KG said not every door needs to be a fire door, such as those where nobody needs to pass the property to exit the building.

A – a resident in Adelaide Avenue, has a glass wall next to their front door. KG was not aware of the details required about how this would affect the replacement of the door under the fire door replacement programme.

**ACTION: John Pedretti (JP) to get an answer on this point and report back at the next meeting.**

### **Item 6. Resident satisfaction survey**

SR provided an update on work the Panel has done with Pinnacle to improve its annual resident satisfaction survey

#### Resident Satisfaction Survey

Pinnacle carries out the survey each year and this goes out to around 500 residents. The Residents Panel asked residents for feedback on the reach and scope of the survey (whether it was going to enough people), whether it covered the right questions on the issues that matter to residents, as well as feedback on how residents thought the survey should be sent out. The majority view was that the survey should reach more than 500 residents. People also wanted more topics covered. Residents also felt a number of contact methods for sending out the survey should be used – not just phone. SR asked KG for any response from Pinnacle to the feedback.

KG said that they are reaching out to larger numbers this year and have sent a link to the survey to all residents for whom they have email addresses. They are also phoning residents during the day and between 5pm-7pm. Regarding the feedback the Panel had collected from residents, KG said this was a very small sample of responses (around 17 residents).

SR said that the Panel could have reached a much larger number of residents if Pinnacle had allowed them to circulate the feedback request using Pinnacle's panel mailing list. However this request had been denied.

Pinnacle's annual report is due to be submitted to Lewisham and it will be on their website in April.

### **Item 7. Flytipping**

SR said that at the last meeting residents had said an update on flytipping and who to report it to would be helpful. This was covered under Item 1 above (update on estate services).

### **8. AOB**

YV asked why when Pinnacle decide works need to be carried out, residents are not informed. That is something that is Rydon's responsibility. She asked that Rydon attend the next meeting and explain the process. KG will contact Rydon about how they communicate with residents. SR will put this on the agenda for the next meeting.

**ACTION: Rydon to be asked to attend next meeting and brief residents on the process for notifying them of works.**

KG reminded attendees that there are housing surgeries on the 3rd Thursday of every month where you can book an appointment to talk about issues that affect you.

### 9. Date of next meeting

The next meeting will be held on Wednesday 27th April and will also include the AGM.

SR brought the meeting to a close.

### Log of meeting actions (carried over from October meeting)

Action	Owner	Status
To look into Miss Brien's concerns regarding dumping of rubbish	Kenneth Gill (KG)	Covered under flytipping above
To look into and pass on SG's concerns regarding the lack of any works at 18 Manor Avenue	Sam Mason (SM)	Open
Take action regarding gates left open behind Erica House by Pinnacle staff and use of area behind flats as a toilet.	Kenneth Gill (KG) Adam Gwatkin (AG)	Closed
To look into notification of works at Erica House to ensure information provided is timely and accurate.	Adam Gwatkin (AG)	Open
Ensure website is kept accurate and up to date.	Pinnacle	Closed
To check on cleaning process at Lilac House including above first floor and respond to residents Fa and TC when details provided.	Kenneth Gill (KG)	Closed

### Log of meeting actions 27 January 2022 meeting

Action	Owner	Status
John Pedretti (JP) to get an answer on the status of fire door replacement programme at Adelaide Avenue due to glass walls	JP	Open
Rydon to be asked to attend next meeting and brief residents on the process for notifying them of works.	KG	Open