

Regenter Brockley Residents' Panel Minutes

27th July 2022, 6.30-8pm on Zoom

Staff present:

Sandra Simpson, Pinnacle Leasehold Project Manager
Sam Mason, Pinnacle Community Development Manager
Katinka Csiger, Pinnacle Estate Services Contract Manager
Swarna Ragu, Housing Team Leader

Residents present:

Rosalind Davis
Justin Hibbs
Abbygirl Nnadi
Neil Martin
Dorothy Bryan
Amadou Ferreira
Esther Dyce
Lisa Catlin
Miss Morgan
Samantha King
Resident A

Welcome, Introductions and Apologies

SS welcomed everyone. Apologies were received from John Pedretti and Kenneth Gill

Minutes from the previous meeting

The minutes of the April 2022 residents' panel meeting were agreed to be an accurate record.

Panel Nominations

AN nominated herself as a candidate for chair, introducing herself and spoke of her professional background and engagement with the local community, including gardening and the Brockley Bugle.

AF nominated himself as a candidate for chair and confirmed his priorities as community safety, cohesion and play areas for local youngsters.

SS asked for attendees to send their votes for either AN or AF to the Brockley customer services inbox, the address was shared in the chat.

RD asked for clarity on the nature of the roles, SS read out role descriptions, confirmed these are unpaid roles and open to both tenants and leaseholders.

SS confirmed the selection would be confirmed on Friday to attendees and posted on the Pinnacle Brockley website.

Pinnacle Updates

KC gave a grounds maintenance update. The team is fully staffed, as it's holiday season she has been arranging cover as appropriate. KC noted that council waste and recycling collections seem to have improved recently. Shrub pruning is almost finished and the team is working hard to keep everything tidy.

RD said she has no recycling or waste bin on Lewisham Way. **Action: KC to follow up.**

SK said her caretaker isn't cleaning Erica House, and there are also weeds in front of the building. KC said the usual caretaker's on annual leave, and she will look into how the work is being covered.

SK described the location. **Action: KC confirmed this is Lewisham's responsibility but she will report directly to them.**

AN asked if KC can visit Almond House, KC confirmed she visits all locations once a month.

ED gave her thanks for new recycling bins in Ivy Road. ED raised the issue of access and people using the stairwell for drug taking, which can be quite intimidating as she's coming home from work. **Action: SR recommended reporting to the local police in order to increase patrols but will also raise it with them.**

JH said this is also a problem on Lewisham Way, has reported the issue on a number of occasions to police and would like something done. RD confirmed she's reported this for years but nothing has been done. **Action: SR will pass RD's details on to the housing team and ask for them to contact her directly.**

JH is concerned about the ongoing fire door replacement programme and requested an update.

SR said the door replacement programme is 39 weeks into the 52-week programme. 32 doors have been fitted last month, 210 doors have now been fitted. Higgins have been given instructions to proceed with 600 more which will be manufactured and fitted. The leaseholder's door buy in programme is being finalised and all leaseholders will be written to in the next 2-3 weeks, pending approval from the council.

RD has a door that belongs to Lewisham Council and this has posed an issue. SS is aware has raised this issue with Regenter and has urged contractors to go to physically inspect the door. SS noted there are other purpose built blocks with the same issue.

AF doesn't want to replace his door citing security issues. **Action: SR will ask his housing manager to contact him directly to discuss matter.**

SR said Pinnacle is continuing to do quarterly estate inspections, looking at cleaning, maintenance and grounds maintenance, residents are welcome to join. All other KPI targets have been met or exceeded in the previous month.

RD said communications from Pinnacle are fractured, would like them to be more coherent and environmentally friendly. SS said she understands frustrations, leaseholders will always get hard copies of service charges as the relevant legislation means we have to do that. SS said that if RD wants an electronic copy of leasehold communications, email her and this can be arranged.

Resident A said communication with residents should be a focus for the new chair and vice chair, having struggled for years to raise an issue with her property. SR asked Resident A to send her details so the situation can be resolved. Resident A said she needs some time to reflect before returning to the issue.

SM updated on resident engagement. SM has given support to the Foxborough and Ermine TRAs for their AGMs, including Ermine in getting constituted and recognised by Lewisham with a view to securing funding for their new community gardening space. SM carries out ongoing work in support of the resident panel including liaising with potential chair and vice chair candidates, and the other administration that goes into these meetings as well as similar work in support for the leasehold panel.

SM has been co-ordinating the finance advice sessions earlier this month, as well as monthly housing surgeries. SM also set up the grounds maintenance survey that recently went out and will be supported with a piece in the upcoming Bugle.

SM has been researching cost of living and fuel poverty support for inclusion in the upcoming Bugle. SM asked for any submissions for inclusion and welcomes support from residents in producing the newsletter.

Rydon Updates

SS noted that no one from Rydon has attended the meeting.

JH says there are major works planned for Lewisham Way and questioned the process and high costs, particularly the contingency costs. SS said Rydon would need to respond themselves and have received his observations. SS suggested giving Rydon time to respond in the first instance, though stressed that the costs are

estimates. SS confirmed that the framework is there for further challenges, should they feel necessary.

AOB

AN asked about available training for panel officers. SM confirmed that any reasonable training will be offered to panel officers and Pinnacle tends to use TPAS, which has a selection of online and in person training for panel officers.

AN asked about the main challenges of the chair of a residents' panel, SM said balancing the need to hear individual issues against tackling broader operational themes, which should be the focus of a residents' panel.

SK asked about the lack of community events. SM explained that without a venue there's a limit to what's achievable, though he now includes free local events in the Brockley Bugle. **Action: SM will meet SK to discuss any particular event she'd like to host.**

SR said the resident satisfaction surveys questions are currently being reviewed and once finalised we will consult the panel officers for approval. The surveys will be conducted in September 2022, involving about a third of residents.

Date of next meeting: Wednesday 26th October 2022