

Regenter Brockley Residents Panel Minutes

6th October 2021

Present were:

1	JP	John Pedretti – General Manager, EMS
2	KG	Kenneth Gill - Area Housing Manager Pinnacle
3	SS	Sandra Simpson – Project Manager Leasehold Pinnacle
4	SM	Sam Mason – Community Development Manager Pinnacle
5	SRa	Swarna Ragu – Housing Team Leader Pinnacle
6	AAN	Ato Arku-Nelson – Income Manager Pinnacle
7	LJ	Lorna Jones – Leasehold Officer Pinnacle
8	AG	Adam Gwatkin – Rydon

Residents

9	SO	Stephen Owen – (Greatfield Close) Chair
10	SR	Sarah Robinson (Nuding Close) Vice Chair
11	NM	Neil Martin
12	Fa	Fadil
13	TC	Threna Crossgill
14	Mh	Mhairi
15	LC	Lisa Catlin
16	Ad	Adam
17	Ja	Jasmin
18	BOYM	B Olga Yasse Mongo 2036
19	SG	Samsung Galaxy S7 edge
20	Mi	Michelle
21	EQ	Ed Quest
22	Sa	Samantha
23	LJF	Liz Johnston-Franklin (Cllr, Ladywell ward)
24	SG	Sharmarke Gani
25	DB	Dorothy Bryan

Item 1. Welcome, Introductions and Apologies

Stephen Owen (SO) introduced himself as the Chair of the Regenter Brockley Resident's Panel and welcomed all attendees to the meeting and reminded all to keep comments and questions cordial.

SO welcomed Liz Johnston-Franklin, Councillor for Ladywell ward, who was attending the meeting. SO said that he would be swapping the order of Items 4 and 5 on the agenda around so that the fire door replacement scheme could be covered first.

Apologies had been received from Nikki Walker from Pinnacle estate services. No other apologies were received.

Item 2. Minutes of the last meeting and matters arising

SO noted that he had several comments on the minutes of the July meeting which were being fed back to Pinnacle directly. He asked if there were any other comments on the minutes. None were raised.

Matters arising

Dorothy Bryan (DB) said that she wanted to mention that lots of people were dumping rubbish in the area she lives and that this has been going on for a number of years. KG from Pinnacle offered to look into this for her. **Action (KG): KG to look into Dorothy Bryan's concerns regarding dumping of rubbish.**

Item 3. Pinnacle updates

Sam Mason (SM) introduced himself as the community development manager in Brockley. SM said that he had been supporting Foxborough Tenants and Residents Association (TRA) and meeting them regarding signage and planting. SM had also been supporting Lilac, Foxborough and Alder House to have fun days.

SM had also been supporting the setting up of housing surgeries as well. On average 10 people attended the surgeries which were being held every third Thursday of the month, with the next surgery taking place on Thursday 21 October. There will be posters advertising the surgery and in the Bugle.

SM had also been working on the Bugle to include more content from resident volunteers. If any residents would like to contribute, please get in touch with Sam. SM was also working on a resident engagement survey and a Christmas party – details to follow in the Bugle.

Kenneth Gill (KG) Introduced himself and provided his contact details.

Sandra Simpson (SS) introduced herself as leasehold manager and said she had no update to provide on leasehold matters. (NB Please see addendum under Item 3 below from SS regarding additional Panel meeting on rent and service charge increases).

Item 5. Fire door replacement scheme (John Pedretti, Regenter)

John Pedretti (JP) introduced himself as General Manager for Regenter and said he had been working with Higgins to get the contract sorted for the replacement of fire doors. JP said that they are now in contract with Higgins to replace all fire doors where they do not meet statutory compliance.

JP said Higgins have set up a site compound at Holly Tree House. Works will last into all of 2022 and should complete early in 2023. It is a lot of work that needs to be done across the estate. Presently Higgins are the main contractor and are using

Anglian doors and windows to do the works. The first part of the work will involve a survey of the doors that do not meet the current regulations. The next part after the surveys will be making a note of what is required which could include building works also. Hence the survey will determine what sort of building works are required. Higgins have appointed a resident liaison officer and will be getting in touch with residents to let them know when their door will be surveyed, along with colour choice. A letter had gone out to all residents. Not every tenant will need a fire door. Main communications will be through the Higgins Resident Liaison Officer. There will be an update to the Regenter website by the middle of next week.

Lisa Catlin (LC) asked a question. She said that she had already got a new door, and Anglian were invited round to give a quote, and she was told they cannot manufacture any doors for where she lives.

Update: JP will follow up with Higgins in relation to this issue

Can we provide him with the address and he will ask Higgins to look into this.

Neil Martin (NM) noted that JP had not been aware at the last meeting that Higgins had fitted unsafe doors in the first place and asked what was being done about this. And why there should be a cost to leaseholders. NM said he paid £1000 for a fire door 10 years ago as part of the Decent Homes work.

JP suggested this was taken offline.

SS said that the fire regulations had changed since Grenfell. The door programme two years ago had to be stopped because British Standards changed. Things have moved on. SS said we need to have every door surveyed before we can give an answer on whether the doors fitted in 2007-10 are compliant with regulations

NM said that the doors Higgins had fitted were marketed as FD30.

SS said the testing regime has since changed. The doors were compliant at that time. NM said he did not feel they were.

Fadil (Fa) from Lilac House said he had fitted a main door himself and it is FD30. Would that be compliant? JP suggested that they will communicate what the current regulations are with regards to fire doors.

Fa asked if the door is not compliant how much will it cost? JP said he did not know.

Mhairi (Mh) asked about the manufacturer of the door and if they will be providing certification. She also noted the mention of building works. Is this specific contract just for fire doors?

Update: JP confirms, yes, this is the fire door contract only

JP said the fire doors from Anglian are primary tested by them.

SR asked about the £10,000 cap on major works for leaseholders and if this applied to the programme.

SS said that yes this would apply from a leasehold perspective.

There has already been a survey done by Tenos. Tenos have indicated that they need to replace a number of doors across the estate.

NM asked if due diligence had been done on Higgins?

JP said yes.

NM said that previous work conducted by Higgins had been judged to be “substandard” and “appalling” by surveyors.

JP said he cannot comment.

NM said that there is a conflict of interest if Higgins are carrying out the surveys and then doing the works.

JP said that the original survey was done by Tenos. A new survey is being done by Anglian.

NM said his door was surveyed a few years ago. Can he have a copy?

JP said yes he can let NM know the findings.

SR asked about the process for the programme. Specifically, at what stage in the process would leaseholders be provided with evidence to demonstrate whether their front entrance door was required to be a fire door? SR said that this was different from simply assessing whether their front door was compliant with regulations or not.

JP said it was likely that he could inform SR whether her door had been identified for replacement via the Tenos survey,

Item 3 addendum – Annual rent and service charge increase – additional Panel meeting

SS said that she wanted to mention the forthcoming service charge and rent increases and that an extra Panel meeting would be convened to talk about proposals that Lewisham has for rent and service charge increases. This will be a presentation by London Borough of Lewisham scrutiny team and tenant fund manager. SS could not provide any further details at this stage but said that an additional Panel meeting (ahead of the January meeting) would be set up for this purpose.

Item 4. Regenter B3 satisfaction survey

SR said that Regenter were open to working with residents on their annual resident satisfaction survey. KG explained that this was an annual survey of residents asking about their satisfaction with the services provided.



Working together in partnership

SR said that the Panel was seeking feedback on the reach, scope and format of Regenter's survey and asked any residents who would be interested in taking part in a focus group to get in touch with her, either via email at RegenterBrockleyResidents@gmail.com or the Regenter Brockley Facebook <https://www.facebook.com/groups/320763172712907>. Or to share their details in the chat.

Item 3 – Regenter updates, additional update from Rydon

Adam Gwatkin (AG) from Rydon joined the meeting and provided an update. The biggest item that is happening is the cyclical decorations programme that is about to start. The plan had got delayed and may require Section 20s. Residents will be notified by letter prior to anything taking place. Otherwise not a lot else is going on in Rydon.

Sharmarke Gani (SG) from 18 Manor Ave said that he had had a survey done but was not clear what is happening. SG said all the residents in his building were tenants and that their building needs work, and that if there were leaseholders in his building then he believes Rydon would have done works.

AG said that there is a programme in place for decorations to be done and it is irrelevant if it is a block of tenants or a block of leaseholders. The work will be done.

SG said that he had been here 20 years and that nothing other than kitchen or bathroom replacement had been done. 3 years ago they were surveyed regarding fire doors and he had not heard anything.

AG said he cannot speak for Regenter. SG was asked to contact Sam Mason who will pass on his concerns to be looked into. **Action (SM): To look into and pass on SM's concerns regarding the lack of any works at 18 Manor Avenue**

Item 6. Resident panel priorities 2020-21

Panel Vice Chair Sarah Robinson (SR) presented two slides, one outlining the role of the Resident Panel, and the second asking for residents' input on the Panel's priorities for the current year. Residents were invited to provide any feedback on other priorities that they would like to see via email on the Facebook page (see details above).

SR noted that fly-tipping had already been mentioned, and that it might be useful for the next meeting to cover who is responsible for what with regards to reporting and dealing with fly-tipping and waste/bins in general.

SO suggested two additional items: Estates are private estates, and residents pay for their upkeep. Therefore it seems unfair to be charging residents for use of things like parking if it is no different from public parking for all. A presentation on anti-social behaviour might also be beneficial and who is responsible for what.

Item 7. AOB



Samantha (Sa) at Erica House said that Pinnacle use the space behind the flats and leave the gates open and they get random people parking behind the flats. KG said that he will pick this up.

Sa also asked Pinnacle workers to be told not to use this area like a toilet. This seemed to involve workers more from Rydon vans, but also Pinnacle vans. And people working on the flats. **Action (AG and KG): AG and KG to take action regarding gates left open behind Erica House by Pinnacle staff, and use of area behind flats as a toilet.**

Sa also said, regarding the works that have taken place, the organisation has been pretty poor. She has had people at her bedroom window when she was not expecting them. Why can't Pinnacle/Rydon give out information about when things are going to happen? **Action (AG): AG to look into notification of works at Erica House to ensure information provided is timely and accurate.**

SO noted that the Regenter website had still not been properly updated again, with inaccuracies, like this meeting. SO asked for the website to please be kept updated. **Action (Pinnacle): Ensure website is updated and accurate with information.**

Fa said he had been a resident of Lilac House since 2009. He had never seen the whole estate being cleaned. The cleaner comes up to the first floor and doesn't go any further.

KG said the block is due to be cleaned fully once a week. KG can assure Fadil that we do inspect all of the blocks and a schedule is displayed on the block notice board.

TC – also from Lilac House said the cleaner does not go past first floor because leaseholders complained about water getting into their properties. **Action (KG): KG to check on cleaning process at Lilac House including above first floor and respond to residents Fadil and Threna.**

NM said that during the leaseholder valuation tribunal Higgins were found to have fabricated their survey. Therefore it is very concerning that they are doing the fire doors.

SR asked, given the concerns raised about the quality of Higgins work, what recourse residents had who were concerned about Higgins carrying out the works

JP answered "none." There was no recourse. Higgins have the contract.

JP said he is very happy to say they have systems in place that work undertaken meets current fire regulations.

MEETINGS

SM confirmed that the date of the next Panel meeting would be Wednesday **12 January 2022.**



Working together in partnership

SM said that housing surgeries will continue every third week of the month but uptake is currently quite low. The Brockley office is now open to all residents. Therefore SM said that they will review after Christmas as to how much more needs to be done in relation to surgeries.

Sa asked SM why Regenter can't put zoom links on the email notifying residents of the meeting, instead of residents having to specifically ask to be sent the link? SM said they found it impractical to do this.

With no further business the meeting concluded.

Log of meeting actions

Action	Owner	Status
To look into Miss Brien's concerns regarding dumping of rubbish	Kenneth Gill (KG)	Open
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)	Open
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	Open
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)	Open

