

Regenter Brockley Residents' Panel Minutes

26th October 2022

6.30-8pm on Zoom

Staff present:

Kenneth Gill, Area Housing Manager
Andra Stoicansecu, Estate Services Contract Manager
Lorna Jones, Leasehold Officer
Sam Mason, Community Development Manager

Residents present:

Abbygirl Nnadi (Chair)
Amadou Ferreira (Vice Chair)
Abigail Berry
George White
Andre Dyce
Steve Owen
Luke Fear
Lisa Catlin
Neil Martin
Louise
Laura
Esther Dyce
Raj Chaudhuri
JJT
Michelle Morgan
Allison

Apologies

Apologies received from Rydon

Minutes from the previous meeting

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

Matters Arising

SO said he hasn't had a response to numerous emails sent to the new chair, AN, over a period of three months and asked for her to resign. AN declined.

- KC has left Pinnacle and no update was available on recycling and waste bin provision on Lewisham Way, or cleaning and weeding at Erica House. **AS to follow up with NW.**
- KG reported that the issue of loitering and drug taking at Foxborough Gardens has been reported to the local Safer Neighbourhood Team, who have increased patrols. AB noted this is also an issue where she lives, KG said the area in question near AB is managed by the local authority and drug use and ASB is for the police and local authority to deal with, not Pinnacle or Regenter.
- SR was not present and couldn't update on ASB on Lewisham Way. **SR to provide an update.**
- AF confirmed the housing team has been in touch regarding his fire door, but has concerns about the fact that the new design has to be manually locked by someone leaving, rather than locking automatically like the old Yale design. KG said the design meets fire regulations and residents must take responsibility for locking their front doors. Louise asked if the design can be changed. **KG will check with Higgins.**

AB reported booking an e-surgery appointment for 1pm and receiving a call at 2.15pm. **SM apologised and will follow up.**

RC doesn't understand why he's paying for a new fire door as he's on the ground floor and doesn't currently have a fire door. **SM to pass on RC's details to the leasehold team and ask them to get in touch.**

AD asked if he can have his own CCTV system. KG as long as it's pointed at his own house, and not outwards. AD what about ring door bells? KG we have no powers to prevent this from happening. AD asked for Regenter's stance on personal CCTV in writing. **KG to provide.**

MM wanted to know why her door isn't being replaced, though she's on the end. KG said we're guided by legislation, doors at the end of walkways aren't covered by the legislation that has informed this project.

SO asked what targets have been set for the panel? KG it's the residents' panel, it's up to panel officers to set the target and we're arranging suitable training to support them in their work

SO asked who is a member of the panel? KG everyone can become a member of the panel, SM stated we have about 40 people who attend with some regularity

SO asked what the Bugle schedule is? KG one every two years

GW asked if the Bugle can be used to document service issues. KG said yes

AF asked if we can record Zoom meetings? SM said this was possible

AF asked if he can have all residents email addresses? SM said no, for GDPR reasons. Louise confirmed officer details are on the second page of the Bugle.

Pinnacle Housing Update

KG has left prior to giving an update due to meeting overrunning.

Estate Services Update

AS introduced herself, noting she had joined mid-September. AS noted that the Lewisham Council flytipping removal service is good. Her team has nearly finished their deep clean schedule for this year, only a few blocks remain. AS asked residents to report any cleaning issues.

AN said she hasn't heard of any issues and thinks cleaning is going well.

AS stated that her team is fully staffed currently, there have been no recent complaints, though sometimes bulky items are put down rubbish chutes which causes them to become blocked. AS welcomes suggestions for improvements.

JJT reported concerns re dog mess and dog walkers using a communal garden area at Viney. SM noted this has already been reported via inspection comms and will be picked up during the inspection of Viney next week.

Resident Engagement Update

SM said he's been supporting the residents' and leasehold panels, including briefing the new Chair and Vice Chair, AN and AF.

SM also wrote the most recent Bugle and welcomes input from residents, including photos, blogs, interviews and so on.

SM has been promoting Housing e-Surgeries and getting an average of seven attendees at these monthly events.

SM is also working on Finance Advice Surgeries, the most recent one on 28th September saw five attendees and these will continue quarterly.

SM is now sending out texts and emails to residents for issues to be looked at and reported back on during estate inspections, and getting an average of four respondents per patch.

During the coming weeks, SM will be looking into feedback from the Grounds Maintenance Survey and the development of Grow Your Own areas.

Rydon Update

No attendance from Rydon and no update was received.

AOB

GW asked if he can install solar panels. **SM to follow up**

AD asked about getting resident parking permits on Ivy Road, owing to heavy usage of local bays and resulting inconvenience during funerals nearby. **SM to follow up**

ED asked why she was asked to provide ID to use sheds where she lives, having lived there for so long without an issue. **SM to follow up**

NM asked if prices for fire doors include installation. **SM to find out**

AF said he wants to host the next Zoom feed. SM agreed

LC asked why only some properties where she lives received a letter about window replacements. LJ the letters were sent out by customer services and would have been subject to a survey. **SM to find out who got which letters and why**

AF said Rydon came to do some work on his property, but has hole that needs fixing. **SM will ask Rydon to contact him.**

Date of next meeting: 25th January 2023, 6.30pm