

Regenter Brockley Tenants' Panel Minutes
13th September 2023
Pinnacle Housing Office Endwell Road Office
6.30-8pm

Staff present:

Andra Stoicanescu, Estate Services Contract Manager, Pinnacle (AS)
Paul Williams, Head of Housing, Pinnacle (PW)
Swarna Ragu, Team Leader, Pinnacle (SR)

Residents present:

Abbygirl Nnadi (Chair) (AN)
Aianga Niang (non-resident)
Amadou Ferreira (Vice chair) (AF)

Apologies

Kenneth Gill, Area Housing Manager, Pinnacle
Sam Mason, Community Development Manager, Pinnacle
Ella McCarthy, Lewisham Council
Adam Gwatkin, Rydon
John Pedretti, Regenter

Welcome and Introductions

PW opened the meeting welcomed the residents and provided updates on the actions from the last meeting.

However, one of the actions at Cherry House, **PW** updated that there is ongoing conversation between Lewisham Council and Rydon to establish whose responsibility to repair the boundary wall. **KG** to provide update on next meeting.

Pinnacle Update

SR informed that all KPI targets are met. The Housing Managers are carrying out weekly Estate Inspections and they encourage residents to attend and raise any issues they may have in their blocks. Also, Housing Managers are working closely with the safer neighbourhood team on ASB hotspot areas and will be carrying out joint visits with them.

AN said she will be joining the next estate inspection on 20th September 2023.

AS mentioned, that Estate services team are recently experiencing high number of Fly-tipping around the estates. They are working closely with Lewisham Council to tackle this behaviour. **AS** encourages residents to use bulk collections services by contacting Brockley Customer Services Team via Brockley.customerservice@pinnaclegroup.co.uk

AN asked how often the blocks are deep cleaned. **AS** said that every block is deep cleaned annually. **AN** asked for updates on when Almond House will be scheduled for deep clean. **Action AS to provide the schedule.**

AN also commented she is very satisfied with the cleaning in her block (Almond House) and suggested we should conduct a text survey to get feedback from other residents. **SR to ask SM to action.**

Pinnacle are currently working on developing community garden project at Dressington Avenue. They have been in consultation with the residents in Dressington Avenue, Rushey mead, Foxborough Gardens, and surrounding areas to get feedback on resident's views. This has been favourable with positive results. **AS to provide more update on next meeting.**

PW updated on resident engagement on behalf of **SM** stating that the Margate trip went very well, and residents enjoy it. The Veronica House community garden opening ceremony was successful. Also, the Conifer House community planting event went well.

PW said **SM** has been working on a Bugle, which will include new staff introductions and engagement updates.

AN suggested it would be good to get feedback from residents on following Margate trip with photos and publish on Bugle as this will encourage more residents to get involve next time.

Rydon Update

No attendance from Rydon.

AOB

AN asked if Pinnacle are planning on any future community events, **PW** said we will be planning for Christmas event. **SR** said that we have the children's Christmas party at St Andrews church last year. We will consider doing same this year as well. **SM** will update the residents in due course. **SR** to ask **SM** to arrange a meeting with **AN** and **AF** to discuss the future events.

AN – asked if her block is due for lifecycle work, **SR** said she will speak to Rydon and update her.

AN suggested that Pinnacle should publish on Bugle more about eating healthy/walk / nearest parks for residents to get involved. **SR** said **AN** should write the scripts and send it to **SM** by 15th September 2023 so this can be published on Bugle that is due to go out soon.

PW delivered presentation on new consumer standard consultations and encourages residents to complete the survey and send their comments to Lewisham Council housing.strategy@lewisham.gov.uk by 1st October 2023.

AN thanked everyone for their time and closed the meeting.

Date of next meeting: 12th December 2023