

Regenter Brockley Tenants' Panel Minutes

18th January 2024, 6pm

Pinnacle Housing Office, Endwell Road

Staff present:

Andra Stoicanescu, Estate Services Contract Manager, Pinnacle (AS)
Sam Mason, Community Development Manager, Pinnacle (SM)
Kenneth Gill, Area Housing Manager, Pinnacle (KG)

Residents present:

Abbygirl Nnadi (Chair) (AN)
Allison Simon (ASi)
Deborah Neeson (DN)
Adele Appassamy (AA)

Apologies

Swarna Ragu, Team Leader, Pinnacle

Welcome and Introductions

KG opened the meeting, all attendees introduced themselves. AN expressed disappointment in the lack of attendance from Rydon, stressing that she felt that it's important that they come to these meetings.

Minutes of the Previous Meeting and Matters Arising

All agreed that the previous minutes were an accurate reflection of the discussions.

KG reported no update on the boundary wall repair at Cherry Tree House. AN said it was an eyesore. KG said there are an ongoing legal discussions regarding responsibility for the repair, but he's meeting with the Council next week and will bring it to their attention then.

Chair and Vice Chair Election

KG explained that Chair and Vice Chair elections would take place following the April Tenants' Panel meeting, votes to be sent via Customer Services. ASi asked for a summary of the roles. **Abbygirl agreed to write a short piece. SM agreed to share the Panel Terms of Reference, which include an outline of the role.**

Cleaning Discussion

DN asked how often her block is cleaned. AS reported that her cleaner attends daily to carry out a spot clean, with full cleaning taking place once a week on a Friday. DN noted the cleaner uses the same water throughout the block, not refreshing it, so that dirty water is used to mop the floors higher up. **AS to follow up.**

AA said her handrails and door handles are sticky and need to be better cleaned. Her neighbours put food into the rubbish chutes, outside of bags, leading to grease marks down the front of the chutes. AS explained that her caretaker, Trevor, is on leave, and this will be an issue with the team covering his role. AA reported that Trevor's caretaking work is excellent and asked for this feedback to be passed onto him. **AS to follow up cleaning issues and ensure Trevor gets this positive feedback.**

DN noted that workmen have been urinating behind the sheds at Cherry Tree House. **KG to raise with Rydon.**

AN asked what stain removing products the cleaning team uses. AS said the team uses commercial degreasers and specialist products to remove stains. DN asked about the frequency of machine polishing to the floors at Cherry Tree House. AS reported this happens once a year.

AA reported her rubbish chutes have been closed off, and asked for clarity on why this had happened. KG said this was done as part of a trial happening across the borough. **KG to arrange a block letter explaining the appropriate disposal of refuse and use of chutes.**

Pigeon Control

AN has been experiencing an issue with pigeons since 2020, noting that she has pigeons nesting in the communal area outside her flat and has to walk passed droppings and egg shells to get into her flat.

AN has been writing to Customer Services and emailing photos of the issue regularly and is exhausted. AS confirmed she knows about the issue with droppings and will ensure it's addressed by cleaners.

AN said Lewisham Council advised her that Regenter need to provide estimates for pigeon control works and it feels like nothing is being done.

KG said repairs related to pest control ordinarily falls under Rydon, but in communal areas it's Lewisham's responsibility. KG noted that Lewisham Pest Control is a separate department to Housing and would need to be paid from somewhere. KG proposed adding pest control to service charges and rents. AN agreed this sounded like a good idea.

Pinnacle Update

AS asked about the structure of Regenter, Pinnacle, Rydon, and their relationship with Lewisham Council. KG explained the arrangement, reporting that Pinnacle is currently meeting all KPIs.

AS asked how this information is obtained. KG reported that information comes from a number of sources, including weekly estate inspections and 5 yearly tenancy audits.

AS asked about checks to the condition of her home. KG said this wasn't part of a tenancy check and that residents would need to call in any repairs and maintenance work to Rydon.

KG noted that more thorough surveys would be taking place, however, as the PFI contract begins to wind down, to ensure properties are in the condition they were at the start of the contract.

Adele complained about receiving letters from Rydon without her name on it, noting that this approach felt impersonal. **KG to follow up in his next meeting with Rydon.**

AS said her property smelt damp when she moved in and suspects it was void for a long time. KG explained that Pinnacle has to relet voids within 28 days.

AS has had a lot of work done on her property, reporting damp in her bathroom and, while it was painted over, the issue has returned and she doesn't hear any updates unless she chases. **SM to pass AS address to KG, who will raise with Rydon.**

AA said she has had her rent taken early, leaving her in her overdraft and unable to pay for day to day things while being overdrawn. KG said he was aware of this issue noting that this is due to the new housing management system and apologised for the inconvenience.

AS asked how residents would be reimbursed for any bank charges incurred. KG said residents would need to bring statements in and arrange this with their income officer, but that reimbursements were possible.

AA said she'd had to call the office six times and the whole episode was quite distressing, also noting that her income officer asked for her to call him back, not the other way round. AA said it didn't feel as though there was any understanding or empathy from the person on the end of the phone, who is ordinarily very good. **KG to raise this with AAN.**

AS noted waiting along time for her call to be picked up, though said that the Customer Services team is usually excellent and are very understanding.

AA said an apology regarding the rent situation would be appreciated. **KG agreed, will confirm those affected and liaise with SM.**

AS said the phone number for Lewisham Council listed on noticeboards no longer works. **SM to update the notices.**

Rydon Update

No attendance from Rydon.

AOB

No further business.

Date of next meeting: 17th April 2024