

## **MINUTES OF GENERAL MEETING**

### **HELD TUESDAY 16<sup>th</sup> JANUARY 2024 AT 6.30PM**

#### **In Attendance**

Jeremy Gray (Secretary)  
Simone Rossi (Treasurer)  
Mark Dibben (Committee member)  
Rita Adebajo (Committee member)  
Stacey Gavin (Committee member )  
Chris Wilson (Committee member)

Vanessa Santos (Residents Participation Officer, WBC)  
Tom Brennan (Operations Manager, Amber Construction)  
Michael Hills (Contracts Manager, Amber Construction)

Natalie Collman (Co-op Manager)  
Mohammed Almugashi (Housing Officer)  
Geneve McDonald (Housing and Finance Administrator)

#### **Apologies**

Apologies received from Chair OJ, Committee members SB & GK, and WBC Major works Project Controller RB.

#### **Welcome and opening remarks from Co-operative Manager (in absence of Chair)**

NC opens the meeting at 18:40. NC introduces the panel TB and MH (ACSL), VS (WBC) and JG (Secretary). NC shares apologies from OJ (Chair) and explains she will be chairing the meeting in his absence.

#### **Declaration of pecuniary interests**

None.

#### **Approval of minutes of the last meeting**

Minutes of the last meeting approved by GP and seconded by SR, approved Unanimous.

#### **Major Works**

NC shares letter from Project Controller RB in which he provides general project updates and comments on recent issues.

NC hands floor over to TB and MH to provide overview from ACSL of current position and to respond to residents queries. TB starts by stating that Amber aim to finish

all/majority of the roof before commencing with remedial work in affected flats/areas. He states that 10 blocks are now complete and awaiting formal handover which involves a sign off from Building Control. TB advises they are working through the remedials list and have started to make contact with residents in these blocks to schedule in remedial works.

DJ queries why TB has chosen to speak about remedials first, following the incident on 02/01/2024 where heavy materials stored on the roof blew off in high winds causing various damages across the estate. DJ believed safety should be at the forefront of Ambers agenda and wanted clarity on how they have responded to the incident. TB expressed his intention was to discuss this and highlighted that the incident was isolated incident which occurred during extreme weather conditions. Regrettably, Ambers control methods were not able to withstand. TB states they are not looking to make excuses but are working with the team to consider what additional methods can be implemented to prevent it happening again. TB advised that he stayed on site until 10pm to personally engage with the people that were directly affected and is working to ensure any loss encountered as a result of the incident will be addressed as soon as possible.

DJ & SR question how Amber plans to prevent further incidents. TB responds that Amber are utilising additional storage spaces to store items safely and securely and highlights that they have increased the site team for better management and monitoring on-site.

JG questions the severity of damage caused on the estate as a result of the roofing project. TB confirms 3 vehicles were damaged as a result of the recent incident and a small percentage of properties from the roof works. DJ emphasized the emotional distress the incident caused in addition to the affected vehicles.

JP questions the effect of the aforementioned increased management presence on site and reports roof debris/foam have recently fallen in the vicinity of his property further to the serious incident. JP, BB, VK report they do not see any personnel from Amber cleaning up at the end of each day. TB states that this is unfortunate and highlights that there is an onsite labourer responsible for ensuring the site is cleaned up at the end of each day. TB advised this will be addressed with the team and labourer.

DS states she has requested the photos of the condition of her roof on multiple occasions, to evidence the work being carried out. TB confirms Ambers next newsletter will give residents an update, including imagery examples of what works have been conducted. NC suggests DS can also put her request in writing to the Co-op, so that she can be provided with before and after pics via WBC Project Controller.

NB and DS request pictures from their pre-condition survey, MH requests NB and DS address and advises he will follow this up and provide the requested information to them.

DS raises concerns about Ambers revised estimated completion time. DS questions whether roofing works will be completed within 11 weeks as she tends to see only two workers on the roof at any one time. NC confirms that this is something that has been raised to Amber at progress meetings as there appears to have been a number of staff changes. TB states there have been changes amongst roof teams however he believes there are now multiple operatives on the roofs which is documented via labour logs, as roofers have to sign in and out. TB highlights that there are currently four roofing teams operating on Carey Gardens since August 2023 with a further 15 roofers scheduled to be joining shortly to ensure the project is completed within the scheduled timeframe.

VS and DS questions if Amber is being monitored by any external agencies. NC confirms WBC have a Clerk of Works attending site regularly while Building Control also attend at regular intervals. TB explains Langley are responsible for inspecting work before they can progress to the next stage and assured residents that a robust process is followed.

CW asks what percentage of the roofs are currently completed. TB advises 10 out of 17 are provisionally complete and suggests the roof renewal project is approximately 75% completed. CW questions if 11 weeks will be enough time to complete the remaining 25% of works. TB states the extra roofing teams coming onsite will ensure they meet this deadline. CW questions whether extreme weather/temperatures delays work and if that is taken into consideration when planning. TB confirms it does have an impact and explains both rain and certain heats can halt works.

BB questions how long the scaffolding will be erected for as the access path in the Blore close area has been obstructed for a long time. MH explains some scaffolding/access towers will coming down on completed roofs as early as the next day however they do need to keep certain areas for storage and roof access but will not do so longer than necessary. MH apologises for the inconvenience this is causing.

JO queries if the value of the old heating pipes are being taken into consideration and questions whether this will be reflected on the LH major works bills. NC advises that this is something that has been queried before and WBC had stated that this would have been addressed at the tender stage of the contract.

JS states that his property was damaged in January 2023 as a result of roofing works but he has had no conclusive response from Amber, to date which is 1 year later. TB highlighted that the matter was with the Insurers. JS queried how much longer it will

take for a decision. TB states it is down to the loss adjusters and claim handlers. NC states that JS claim is being chased with the insurers by her and RB but responses are slow. She prompted TB to follow up. He confirms all evidence and dates requested from Ambers end have been provided to the Insurer and he would also chase progress.

JG questions how long the new roof warranty is for. TB states 25 years.

CW questions if the Warranty starts from the completion date of each block or as a collective once the project is complete. TB states he will need to check, however advises it is normally upon completion of the whole estate.

### Matters arising from previous minutes

- **Website**

- NC advises that she has enlisted the assistance of a web developer to assist in the website going live, she endeavours the website will be up and running within the next 6 weeks.

- **Resident's WhatsApp group**

- NC advises that the proposed resident-led WhatsApp group mentioned at the last general meeting is currently live. NC advises that anyone who wishes to join the group can contact the office or secretary JG for instructions on how to join.

- **Grounds care maintenance**

- NC reports that the recent Grounds care maintenance contract had expired November 2023 and would not be renewed due to various service failures. NC confirms that the co-op are seeking a new grounds care contractor, meanwhile, the community gardening group has been working on beautifying some areas of the estate. The aim is to simplify the general upkeep of the gardens to keep costs down while enhancing the areas with community led gardening projects.

- **CCTV**

- NC advises that the provisional CCTV survey of the estate has concluded. NC states that WBC have agreed to the initial proposals and the Co-op are currently waiting on dates as to when the system will be upgraded. VK asks if the current CCTV is obsolete to which NC confirms the majority is. JG queries when the CCTV stopped working and queried whether the installation will be after the roof works are completed. NC confirms the CCTV has been encountering issues since 2021 and confirms the upgrade is unlikely to occur before the roof project is completed. NC highlights original residents consultation did not garner enough support but the last consultation did, which is why WBC are now happy to proceed.

- **Speeding petition**

- NC advises that the Co-op intend to collaborate with residents and local schools on a petition for action to address speeding vehicles on both Stewarts Road and Thessaly road.

- **Parking enforcement team**

- NC advises that the Co-op has been in constant communication with the parking enforcement team, following reports that the parking on the estate is being inadequately managed, particularly in the evenings. NC reports that parking enforcement have agreed to increase their officers presence on the estate during the relevant times. NC advises that the Co-op continues to monitor this closely and residents feedback is useful, particularly outside of office hours.

- **Noise nuisance teams**

- NC states she has been unsuccessful in sourcing the contact details for a Housing Officer at Lambeth council about who to contact regarding noise nuisance from the blocks at Minshull Street. NC advises she will continue to follow this up.
- JG and GP states that it has been difficult getting personnel to come out from the WBC noise team as the operatives often do not recognise Carey Gardens as falling under the councils remit. NC advises in such instances, residents should request the call handlers name and advise the Co-op so that this can be investigated at the time.

- **Block deep cleaning**

NC states the Co-op are currently seeking quotes from contractors to come in and offer a deep clean in the communal areas of the blocks.

DS asks if Amber will be able to clean the exterior windows before removing their scaffolding/access towers. NC advises that this is something that she can look into.

- **Estate inspections**

NC advises the next estate inspections are due to take place soon. NC advises that on the last block inspection the Co-op received feedback on how block signs and door numbers are displayed will be subject to review.

- **Thessaly road Oasis site**

NC advises that there has been no update on the development of the Thessaly road site.

### Performance report

NC provides everyone with a copy of the quarterly performance report from WBC. NC summarises each section within the report and opens the floor for questions. No comments.

### Health and safety

NC confirmed that the Co-ops focus in 2024 will move to ensure residents front entrance doors are fire compliant with new regulations that have come into place. NC mentions that this will mostly apply to Leaseholders but some tenants doors will also require certain improvements.

NC mentions the need for communal walkways to be cleared of bulk items and stressed that whilst she understood that the recent block letters sent to residents with deadline to remove such items, caused some distress, it is a health and safety requirement that needs to be adhered to.

VK states she does not understand why she had to remove her planter as it was not blocking any escape routes. NC states that in the event of an emergency, the area needs to be clear as it is unknown where the emergency services may need to erect/station their equipment to create an additional escape route. VS states the guidelines are not exclusive to Carey Gardens but are boroughwide.

### Community Gardening

NC praises the new community gardening group and the work they have been doing across the estate. NC welcomes JG to share details on the groups recent activities. JG states the community gardening group has been a great success with over 50 volunteers. He advises that the group have planted thousands of bulbs across the estate grounds and in planters which should be visible in the next month. JG states the groups future ambitions include planting more flowers, and he shares that the group intend to tap into more grants and funding opportunities with support from the Co-op, to continue planting across the estate.

### Community

- NC shares she has recently met with a community group who may be able to offer free IT courses onsite to Carey Gardens residents. NC advises discussions with the group are still ongoing.
- NC shares that the Co-op are now food bank referrers and have the ability to issue vouchers to residents who are struggling financially with the rise in the cost of living. NC encouraged residents to contact the office for further information.

### Any Other Business

- RA requests an update on remedial works to her bedroom ceiling in her property following ingress. NC advises that there are ongoing investigations being conducted on the external balcony above and remedial works can take place until the investigation is concluded. NC to follow up.
- DS reports that there has been an ongoing issue with one of her neighbours leaving a trail of oil in the communal areas. NC advises DS to report this to the office the next time it happens so that it can be investigated and addressed.
- DS queries recent annual service charge bill and requests a breakdown of the cost/charges. NC states this will be logged and looked into.
- VK states the communal light outside her property needs replacing. NC advises a caretaker will check and replace the next working morning.