

MINUTES OF GENERAL MEETING HELD TUESDAY 23rd APRIL 2024 AT 6.30PM

In Attendance

Omar Jallow (Chair)
Simone Rossi (Treasurer)
Stacey Gavin (Committee member)
Solange Bermond (Committee member)

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

Blasé Lambert (Accountant)
John Thompson (Area Housing Manager, WBC)
Tom Brennan (Operations Manager, Amber Construction)
Michael Hills (Contracts Manager, Amber Construction)

17 Voting members (refer to register)

Welcome & opening remarks from the Chair of the Co-op's Management Committee

OJ opens the meeting at 18.40pm by thanking everyone for taking the time to attend.

OJ introduces those at the front table, JT, BL, TB & MH.

Apologies

Apologies received from Management Committee members MD & GK, and WBC Project Controller RB.

Declaration of pecuniary interests

None

Major Works queries

NC reads letter from WBC Project Controller RB in his absence. She highlights that the Project is due to start coming to an end in the next month and it is noted that a number of residents are concerned about issues they have encountered as a result of the roof works and lack of follow up in respect of remedials or other compensation claims.

NC advised that in cases where the Co-op have been notified, they have kept a log and have been chasing and prompting Amber to ensure these are followed up as much as possible. NC shared that she has attended regular progress meetings with RB, ACSL and others. NC informed that she understands that some cases have been addressed already while others are in progress. NC invited anyone with pending issues to check with the office if they are on the Co-op's list. NC assured residents that the CO-OP share interest in ensuring any damages or losses are rectified however stated that the issues are for Amber to address and they have an employed Residents Liaison Officer (RLO) to fulfil the role of

overseeing this. NC introduced ACSL reps TB & MH to provide an update on the status of the project.

TB states they are 4 weeks away from completing the job. Next month is about removing scaffolding and containers in conjunction with completing the roofs.

MH advised there are boots on all remaining roofs and there are no roofs that are not being worked on, less those completed. Most roofs already have the first level of felt laid down and final installation should be carried out within target as they approach the finishing side of the project.

TB advised that he is attending site on a weekly basis. They are scheduling handover meetings and have meetings booked in with Langley and Building Control, and with the Consultant and RB to oversee and sign off completed roofs.

It was queried if lids are being placed on the pipes or if they are being left open. MH confirms that they have put mushroom caps on all the stack pipes heads at roof level.

TB shared that there is photographic evidence of all roofs as part of the quality assurance and which are presented with the warranty.

TP questions warranty length and whether it is via ACSL or WBC. TB states that Langley provide a 25 years warranty via themselves.

It was questioned why there were so many blockages and leaks caused by the roof works and how it is being addressed to prevent more?

TB responded that there is a remedials tracker that logs issues and as part of any investigation they look at cause and effect, was it caused by ACSL? or is it historic? He suggested that it down to the insurance company to make a decision.

NC advised that in cases where ACSL have evidently caused blockages by dropping bungs into the pipe etc, she has ensured it is recorded. MH advised that the roofers have been spoken too and further training given where necessary, to prevent reoccurrence. TB advised they will continue to work with the Coop to communicate on such matters.

SN states that he has sent pictures to the Co-op but has not had a response. NC suggested to share details at the end so she can follow up.

DE- highlights personal issue regarding ACSL, TB- asks for address and confirms address is noted on the aforementioned list so she can expect follow up in due course.

NB- raises personal issue that she is awaiting hairline cracks on ceiling to be sorted. TB confirms remedial works have commenced on 2/3 of the estate and they are moving to start remedial works on the last 1/3 of the estate. He states the initial intention was to complete all works first before starting remedial works, however as this was received with much frustration, they have started booking in repairs.

JM highlights personal matter of ceiling cracked in cupboard, 2 weeks ago someone came to take a look at it, but that has heard nothing since. NC confirms it will be followed up.

NB asked were preventative measures not put in place before starting the roof work as it seems there have been a number of issues. TB responds that it is always hard to forecast everything and says ACSL have tried to mitigate risk as much as possible for the interest of residents and themselves as a business. He understands where people are coming from, as he has been told of ongoing frustration due to previous contractors that left lots of follow up work when the contract had finished. He assured that ACSL do not aim to provide the same experience.

DB mentions noise has been terrible. TB understands the works are noisy but emphasised that due to the type of work, this is unavoidable. He also mentioned that Delta have also been undertaking cabling work so not all noise is from the roofers. NC highlighted that Delta works should be relatively unintrusive so it is unlikely they are causing the aforementioned noise.

SB mentioned that some residents have been notified that RLO Paige has left. TB responds that PL hasn't left yet but will be leaving in 3 weeks. He assured this would not impact residents. MH highlights that once the roofs are signed off, they are bound by a 1 year defect period which means they must come back and address any defects reported. They will not be running away as soon as they leave site.

SR questioned, will leaseholders have to pay a premium? TB says they would not as that's an agreement set out with their insurance company.

MH explained ACSL will send out one final letter to request if you have any issues to please come and report this asap to enable them to address it when they have workers onsite.

JP highlights that works had been left unattended and he had to call PL about materials being left. TB requested details and dates of the event and undertook to investigate what action was taken. JP asked will there be a full check at the end to make sure nothing gets left behind. MH explained this is the role of the Site Manager.

DS said the SM does nothing and questioned why they have someone paid to walk around who is not actually doing the work. TB accepted the feedback and said he would investigate.

OJ seeks confirmation that the project will not be considered finished until the remedials are complete. NC will clarify with RB.

Presentation of the Annual Budget 2023/24

BL talks through the Annual budget. He advises that the budget is split into two main parts- money that comes in and money goes out. BL explains that the Coop manages the estate on behalf of Wandsworth Council who pay the Co-op a management fee, which pays for management and maintenance of the estate. BL summarises break down of costs as set out in the budget.

BL explains Leaseholder rechargeable works, tenant repairs budget and all else.

BL highlights that the Ground Maintenance budget is significantly lower than subsequent years because this function has been returned to WBC so that cost has reduced quite substantially.

BL advises that the Coop have set a healthy budget with plenty of room for manoeuvre if necessary as per £40,324 surplus. BL open the floors to questions.

TP says she is happy it has been highlighted about tenant repairs because a lot of leaseholders think they are paying for the tenant repairs which they are not.

DE says she thought the composition of the estate was 50% leaseholders and 50% of tenants so why does the budget say 70% rechargeable to LH's. BL explains that the percentage amounts to the percentage of the total cost that LH's contribute too. LH's pay a contribution to 70% of the total service cost as opposed to 100%. The actual percentage they personally contribute is apportioned according to their individual lease.

DE questioned what was done with the surplus from last year or previous years. NC advised that there has been no set project to spend any surplus and it remains part of the Coop's balance. The state of accounts will be shared once audited. This is separate to the budget.

BL advised that there is substantial surplus and explained the importance of maintaining a healthy surplus.

DE questioned who monitors the Coop's money? Is it just one person? NC advised that the funds are monitored by her, the Accountant, The Treasurer and the Management Committee who review the finance reports monthly at committee meetings.

OJ called for the approval of the annual budget 2023/24. Approved, Unanimous.

Performance Report

NC reads statement setting out that generally it is believed service delivery remains good but the objective is to be excellent.

Main focus in respect of service delivery is improving repair timescales and communication. She shares that the Coop have recently added a few more contractors to their Approved Contractor list to broaden options in order that they can meet the demand for prompt response to the various repair issues.

NC is to review how correspondence is logged to ensure responses are monitored and that appropriate follow up takes place. They will be considering more ways for residents to share feedback so the Coop can identify issues and better understand resident's priorities.

NC highlights that residents have the opportunity to play a huge role in how the estate is run and emphasised the aim to encourage all types of resident participation, particularly to ensure the diversity of the estate is reflected within the Co-op membership and Management Committee.

NC stated the main ASB concern continues to be incidents of noise nuisance which is usually similar cases of neighbour disturbances. Residents are encouraged to report to the noise line at the time of occurrence, as well as the Co-op who always try to resolve such issues as quickly as possible. NC highlighted that in some cases where it may seem the issue is ongoing, it might be due to a lack of clear evidence to prove a statutory nuisance which is necessary for any enforcement action. Each case is handled individually but the actions be taken by the Co-op should always be fed back to the complainant.

NC advised that the Coop continue working on the H&S requirements set including fire compliant front doors and fire safety in communal areas. Recent estate inspections identified some paving slabs that require attention so these are being processed to the contractor.

DB mentioned concern about the smell of strong drugs in her block. NC advised that the SNT have been notified and will visit during patrols. Meanwhile, posters have been placed in specific blocks to warn that the police are monitoring.

Community

NC advised she recently obtained funding via the council's Small improvement budget that funds local community groups such as RMO'S and RA's to make one-off purchases for estate equipment that benefits the community. The gardening group requested a greenhouse to provide a space to facilitate their flower planting ideas. This was successful and a greenhouse will soon be installed within the office garden. DB thanked the gardening group for doing a great job.

A bid for another bicycle shelter pod was also successful, following positive feedback and demand for spaces in the one installed at the front of the office. The Coop are also reviewing the option of erecting Sheffield stands in another location following a request.

NC advised of a full bus attending Kempton market this week which has always been a popular outing amongst residents and funding has also been secured to allow a heavily subsidised coach trip to Southend-on-sea in the summer. This proved to be really popular last year.

The Coop were able to celebrate the recent religious festivals of Easter and Eid to embrace the faiths amongst the community. Funding was obtained via the Community Champion and there was a great turn out to the Easter egg giveaway and Eid treat bags giveaway.

NC shared that the engineers had recently visited the estate to conduct a CCTV survey in order to finalise how they will carry out the CCTV upgrade. It is to be noted that we are part

of a borough wide project and we are currently unclear how Carey Gardens has been prioritised on the list.

TP said there have been incidents on the estate and people feel unsafe. NC shared that it is important to report incidents as the CCTV upgrades are likely to be prioritised based on crime reports across the borough.

JP questioned where the CCTV will be placed. NC believes mostly at roof level.

JP asks whether the installation might interfere with anything that has been done. NC suggests not. TP highlights the CCTV is important as before it weren't as good as it is now and residents don't want it to return to problems with gangs and dog fights.

Any other business

OJ opened the floor for AOB. NC advised that it would be interesting to know what residents consider as community priorities at this stage.

SR- mentioned that consideration should be given as to what more can be done to prevent people leaving rubbish in communal areas. NC suggests if we are aware of specific offenders, we can address it individually otherwise we have to continue to appeal to residents to do the right thing.

Fox problem, every night fox in gardens, because people leave food outside. NC can have the pest control officer share some guidance and meanwhile appeal to residents to dispose of rubbish properly and to refrain from feeding them.

Uber bikes being dumped all over the place. JT said this is happening everywhere and advised that it needs to be reported to the company. There is little that can be done to tackle it but WBC have attempted to open the discussion.

TP says the street lights need upgrading to LED lights. JT confirms that WBC are rolling out a project to do this.

Closing comments from the Chair

OJ thanked everyone for attending the meeting. It was emphasized that the Coop welcome any interest from residents who feel they have useful skills to contribute to the management committee. The next general meeting will be the Annual General meeting where elections take place. Further information will be shared in due course but anyone with an interest can contact the Coop for more information in the meantime and it can also arranged for a current committee member to speak to you about what this involves.

Date of next meeting: TBC

Signed: **Date:**
Chairperson