

East End Homes

Glamis Estate Management board

**Notes and Action points
27th June 2018
Glamis Hall, Cable Street**

Resident Members

**Mrs I Douse
Ms A. Brooks
Mrs M. Ayres
Mrs M. Walsh
Mr D.Ellerbeck
Mr R. Osborne
Mr G.Miah
Mr R. Nelson
Mr T.Weedon**

Observers

**J. Wright
D McCormack
R Nelson
P.Mc Carthy
L Carney
J.Ruscoe
A.Cook
B.Cedates
A.Rebbeck
L.Dennoy
O.B.Rankin
O.Daniele**

EEH Officers

**N.Walsh
S.Russell.
United living
Mr S.Finch contracts Manager**

Item No		ACTION
.1	Apologies, Mr D. Stafford, Mr Ahmed, Mr Meah	
2	Minutes and matters arising of Previous meeting. Amendments to minutes. DE asked for minutes to be sent out sooner, complaint regarding receiving minutes to close to the meeting date. L.Dennoy missed off the minutes as an observer NW apologised and will amend.	NW NW
2.3	SR checked solar switches. RO said the lighting seems to be erratic and it was dark in the lobbies	

2.4	<p>SR stated that each lobby should have a light on 24 hours as they are internal lobbies. LC said a number of areas lights were taken down and not replaced. SR will investigate. DE. Enquired if the United Living operatives were cleaning up after they had carried out the works.</p> <p>Residents gave details of areas of concern :</p> <p>Cable street, plaster, paint and debris left on the stairs.</p> <p>Gordon House lift scratched and dirty.</p> <p>Roslin House landings not cleaned.</p> <p>Elf Row dirt in the washing area for 2 months.</p> <p>Cable street, scaffold damaged asphalt floors. And dirt on the sheds.</p> <p>Gordon House, rocks falling onto cars, no net protection.</p> <p>Gordon house , incomplete works on the balconies , and no one from EEH or UL going to inspect Steve Finch confirmed that EEH and UL will inspect before works are signed off for payment.</p> <p>JW commented that every person that has attended had a complaint and was not satisfied with the contractors and that no one from EEH or UL had offered an apology for the delays and poor workmanship.</p> <p>DE commented that he had caught several of the contractors smoking in the communal lobby areas DE gave a description of the operatives dates and times. DE read out a letter from JH concerning the issues.</p> <p>Roslin House. Resident reported that UL had removed a suspected asbestos panel for testing and left a gap in the wall which fibres could have been blown into the lobby area. The resident said that the panel had been removed 2 months ago and has not been replaced. TW commented that this should have been reported to the Health and safety department as it was a severe breach.</p>	SR
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	<p>DE asked for a response to the issues raised.</p> <p>SR informed the meeting that the lifts will be cleaned and repaired and at no cost to the leaseholders. DE requested that Stuart Veysey write to the leaseholders to confirm that there will be no cost to the leaseholders.</p> <p>DE and JW commented that it was not the caretaker's job to clean up after the contractors and asked that UL arrange to clean the lifts every day at close of work on the block. SR to confirm the arrangement with UL.</p> <p>The residents commented that they are living in intolerable conditions and want assurance that the issues raised will be addressed by EEH and UL.</p> <p>AB commented that she very rarely see the operatives in her block.</p> <p>SR informed the meeting that he regularly walks the area, also the 2 clerk of the works inspect the areas and the 2 Resident liaison officers oversee the operatives work. .</p> <p>SR offered to carry out an inspection with residents on request. DE asked for set day and time so as residents can attend. SR will arrange.</p> <p>DE asked if we could increase the Estate Inspections NW said he will consider the request and get back to DE.</p> <p>TW commented that the rubbish around the compound is not cleaned regularly and only gets cleaned when it is raised at the meetings. TW said rats have been seen in the area. SF to arrange regular clean up of the area.</p> <p>DE requested the date of the progress meeting and he will arrange to put into the monthly leaflet. DE said he will put leaflets in the newly erected notice boards.</p> <p>RN commented that he had not received a reply to the recent email with photos attached showing operatives work/rubbish.</p>	<p>SR/SV</p> <p>SR</p> <p>SR</p> <p>SR</p> <p>SR</p> <p>SR</p> <p>SR</p> <p>SR</p>
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2.5	<p>DE commented that residents pay their service charges and rent to EEH and the relationship regarding issues should be taken up by them.</p> <p>Mr G. Miah has requested regular meetings with United living and east end homes, SR commented that there are regular meeting and progress meetings with contractors and issues can be raised at the GRA and GEMB. SR commented that the RLO should always be the first point of contact for any issues with the operatives and that he will arrange for all the contact details to be refreshed and put in the Notice boards.</p> <p>Resident from Gordon house suggested a sign off sheet for residents when works were completed in their property.</p> <p>DE informed the meeting that if residents had any issues they would like to discuss or brought to the meeting they can contact any of the board members who will raise at the meeting. DE wants to encourage resident's participation in the meetings.</p> <p>L.Donny reiterated that she would like a revised schedule of works to take on board the delays. And extended contract period.</p> <p>JW produced a newsletter from United living setting out a time table of works which has not been met. DE commented that a separate meeting should be arranged just for Gordon House and a sub committee formed</p> <p>DE read out the minute regarding the Door entry system. RN produced a screwdriver which he found In his block which had been used to wedge open the door.SR commented that the contractors were issued with fobs for all the door entry systems and this was not acceptable. SR read out a report regarding the repairs report on the DES for 2017 and it showed an increase in the repair cost. SR informed the meeting that we were only six months into the year. DE commented that leaseholders should withhold any charges for repairs and that United Living should bear the costs.</p>	<p>SR</p> <p>SR</p> <p>SR</p>
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2.6	Cleaning of internal windows –NW	
2.7	<p>Railings to be painted-SR.</p> <p>DE commented that a meeting had taken place at short notice with Roger Thompson, Steve Richards, United living, NW and several residents representing all parts of the estate. L Donnoy commented that it was not acceptable that all the board members did not attend or a senior manager from United Living.</p>	
3.0	<p><u>Escalated items from the GRA</u></p> <p>All issues raised were discussed at the meeting.</p>	
4.0	<p><u>Glamis Regeneration update</u></p> <p>SR provided a verbal update to the meeting.</p> <p>DE enquired when the cables will be fixed in the roof in Glamis east.</p> <p>TW enquired about the spotlights on Gordon House roof being replaced SR commented that the Gordon house parapet walls were being renewed, once the entire roof works are completed new spotlights will be reinstated.</p> <p>AB enquired about the CCTV camera's on Elf Row not fully working, suggested letters went to residents to ascertain if they have the cctv images on the TV. NW to arrange for a letter drop.</p> <p>AB commented that residents were not invited to the St Georges event, NW to speak to Paul Wilson.</p>	<p>SR</p> <p>NW</p> <p>NW</p>
5.0	<p><u>A.O.B.</u></p> <p>JW commented that Gem should have returned the Gordon house green after completion of the work. SR commented that the site has to be used by United Living to carry out the Regeneration works and will be returned once the works to the estate have been finished this year and will be handed back in good condition without any costs to the leaseholders.</p> <p>RO commented that the fire path hard standing will also have to be returned in good condition.</p>	

	<p>DE commented that there will be a meeting in August and if further issues arise an emergency meeting will be arranged.</p> <p>Date of next GEMB meeting is 25th July.</p>	
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