

EastendHomes

GLAMIS ESTATE BOARD

**MEETING 2ND MARCH 2009 AT 6.30 PM
IN GLAMIS GRA HALL CABLE STREET**

MINUTES

PRESENT

Estate Board Members

Spencer Butler Chair
John Wright
Pat Crosher
Ann Brooks
Lorraine Denney
Ted Weedon
Desmond Ellerbeck

EEH Officers

Steven Inkpen
Kieron Carroll
Ann Lakshmanan - SEH

PGA

Peter Griffiths

In Attendance

<u>Item</u>	<u>Topic</u>	<u>Action</u>
1.	APOLOGIES FOR ABSENCE	
1.1	Richard Kimber Margaret Clark Ellen Makin Steve Russell Matthew Foster	
1.2	Spencer stated that he had received notification from Richard that he had decided to resign from the board due to ill health. Spencer thanked Richard for his work on the Board since last June and wished him well for the future.	
2.	MINUTES OF PREVIOUS MEETING & MATTERS ARISING	
2.1	Minutes - agreed	
3.	ACTION POINTS AND MATTERS ARISING NOT COVERED ON THE AGENDA	
3.1	(3.1 previous minutes) Constituency Lists. Lorraine said that she had not received the constituency information. Spencer said he would re send to her.	SB
3.2	(3.17 previous minutes) Heating system on the estate – Steve Inkpen said that the system was sound but it needs to be flushed out. Ted said he needed to know the date when it was going to be shut down as he closes the valves in his house when it is not in use. Steve Inkpen said he would find out and let him know.	SI
3.3	Desmond asked if each block could have its own boiler. Steve Inkpen said that they could but it was a question of whether it was necessary expenditure.	

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| 3.4 | Desmond asked if EEH had a policy on overcrowding as he knew of flats that were overcrowded. Steve Inkpen said there was a policy and that this matter needed to be investigated. Spencer said he was very concerned that EEH staff were not aware of the problem. | |
| 3.5 | (3.18 previous minutes) Gordon House front entrance doors – Steve Inkpen said that a proposal was going to the Main Board. | |
| 3.6 | (3.24 previous minutes) EEH need to continue to monitor. | SI |
| 3.7 | (5.2 previous minutes) John said that it would be illegal if residents in rent arrears or service charge arrears were to be excluded from the parking scheme. Matthew to investigate. | MF |
| 3.8 | (6.2 previous minutes) - leaseholder surgery meetings not advertised. Kieron said leaseholder meetings should be advertised as St Georges. | |
| 3.9 | (8.3 previous minutes) security gate at Elf Row. Kieron said that work to the gates was now underway and a quote was being obtained for Matthew to agree in order to the gates back in working order. | |
| 3.10 | Desmond said that there was another gate in Elf Row that needed to be repaired and this had been on going for two years. Steve Inkpen said he was going to investigate the matter. Ted said the contractors caused the problem by wedging the doors open and they should pay for it. Anne said a letter should go out to all residents telling them to ensure no gates are left open. | |

	Steve Inkpen said that this could be included in the local newsletter.	SI
3.11	Spencer asked for a notice to be placed on all entrance/exit doors. Steve Inkpen said he would investigate the use of notices on the doors together with instructions on how to use them.	SI
3.12	(9.1 previous minutes) Ice at Elf Row Anne stated that Michael had not met with her as agreed at the previous meeting.	MA
4.	NOTICE BOARDS NEWSLETTERS, COMMUNICATIONS	
4.1	The Chair asked who the key holders for the notice boards were and who they should be. Also the minutes should be posted outside the doors. The Chair asked for the minutes to be sent out in good time before the meeting.	SI
4.2	Ted re constituencies – he said he wanted to remind Board Members that residents in his constituency have the opportunity to contact him and to let him know if they have any problems. (Ted gave out copies of his handout to Board Members). The Chair asked that all Board Members follow Ted’s example.	ALL
4.3	Following discussion it was agreed that EEH (Glamis office) set up an email address who will forward on any messages to the relevant Board Members.	SI MF

5. LEASEHOLDER DISPUTE RESOLUTION PROCEDURE (DRP)

5.1 The Chair said that although EEH say that they have in place adequate facilities to resolve disputes he felt that EEH could increase this service by the adoption of a DRP. Following further discussion Peter stated that the Chair could ask the Main Board to reconsider adopting a DRP for the future.

5.2 The Chair explained the service charge case of John who had been found guilty by a court in his absence.

5.3 Steve Inkpen said that he was sure that EEH had followed their procedures. However it was the court who will then tell the resident when the court hearing will be held. John then described his case and the problems that he had encountered. Steve Inkpen said that there was an extremely lengthy procedure before a court hearing and that the leaseholder handbook sets out the EEH procedures.

5.4 Ron said that it had taken 15 years for a Disputes Resolution Procedure to be put into place in LBTH.

5.5 John said that a LBTH Cabinet meeting agreed for RSL'S to have in place a DRP and why did EEH not have one.

5.6 Steve Inkpen explained that not all other RSL'S have a DRP in place.

5.7 The Chair asked for a copy of the three arrears letters sent to leaseholders. Ted asked if the letters were sent as registered. Steve Inkpen said he would investigate.

5.8 John said that the residents should not be put through this process.

6. GRANTS

6.1 The Chair asked about the need to have a treasurer to keep a record of any money that the Estate Board may receive. The Chair asked for volunteers for the post of Treasurer. Pat Croshier was appointed Treasurer as no other Board Members stood for the post.

7. GEB IN ESCROW ACCOUNT

7.1 The Chair asked for the money held by EEH in regard to the King David garages licence fee of approximately £14k to be transferred to the Estate Board's bank account. The Chair also asked that a bank account be set up with Pat, John, Ted or Desmond as signatories. Any two of the above four signatories should be able to sign cheques.

A motion to have a bank account was unanimous.

11. REGENERATION FUTURE PLANNING (Chair agreed to bring this item forward)

11.1 Ann Laksham SEH – (gave a hand out to Board Members re the above) Ann said that the proposals were drawn up and 4 years ago and that resident consultation events need to be arranged and then following the events the outcome and views of the consultation exercise would be reported back to the

Estate Board to see if they agree/endorse the findings.

11.2 Ann gave examples of how she wanted to reach residents and sought the Board's advice. Costs also need to be produced and the aim is to get the report completed by July 2009. The Chair said that the Board would need at least a month to take on Board all the proposals in the paper and also bring forward their ideas on consultation.

11.3 John asked if EEH had identified their new build sites. Ann said that all the proposed new build sites were included.

11.4 Desmond asked that all costs be transparent in order for leaseholders to know what their costs would be.

11.5 Lorraine said that it is important that all residents on the estate get involved.

11.6 Steve Inkpen said that EEH do need to complete the Decent Homes Standard by 2010.

8. GLAMIS HALL DISABILITIES W.C.

8.1 Steve Inkpen said that EEH will not be able to undertake the full £14k works, however an ambulatory disabilities toilet, new grab rails, raised pedestal, new floor and lever taps will be able to be progressed. Ted suggested that 2 cubicles may be able to be knocked into 1. Steve Inkpen agreed to get a surveyor to specify the works and then progress them.

SI

9. PARKING

9.1 Ann – asked if the road at Elf Row belonged to EEH or LBTH. Steve Inkpen to investigate.

SI

9.2 The Chair said that in regard to the document on parking measures all residents are to vote on the issue and all Board Members are to make sure that they vote and also tell others to vote. John said he was sad that Matthew had not consulted with him before he had sent the parking paper out.

10. REGENERATION UPDATE REPORT

10.1 The Chair went through the report. Ted said that the works had gone well. John said that Breyers had promised to employ local labour and could they still try to do so. Steve Inkpen to investigate.

SI

12. A.O.B.

12.1 TRA – The Chair stated that in regard to the GRA monies their solicitor had received a letter from the TRA solicitor that resolved the matter. Also that a letter from another legal source had come to light that Margaret had wanted to give to Peter or Steve Inkpen that could have made either of them complicit in this matter with Margaret.

12.2 The Chair, following agreement by the Board, agreed to write to Margaret in regard to her non attendance at Board meetings.

12.3 The Chair informed the Board that earlier in the evening Ellen Makin had verbally resigned from the Board.

12.4 Tenant Services Authority (TSA) Chair asked for the documents handed out to Board members at the last meeting to be sent to him. **PG**

12.5 John stated that he had visited 187 flats and the main complaint was about the local office on the estate, however that the Caretaking Manager was very good. Desmond stated he did not agree with the above view on caretaking.
The Chair explained that he had had recent discussions with the CEO of EEH and that he was investigating these matters.

12.6 Lorraine asked if the Gordon House lifts could be brought forward in the Regeneration programme. Steve Inkpen said he would investigate and bring an answer to the next meeting. **SI**

DATE OF NEXT MEETING

Monday 6th April 2009 at 6.30pm
GRA Hall Cable Street.

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