

**EastendHomes  
GLAMIS ESTATE MANAGEMENT BOARD  
Notes of Meeting  
Wednesday 2nd December 2009 at 6.30  
Glamis Hall Cable Street**

**PRESENT**

***Estate Management Board***

Desmond Ellerbeck  
John Wright  
Ann Brooks  
Ahad Miah

***In Attendance***

Steven Inkpen – EastendHomes  
Anne Wiltshire – EastendHomes  
Peter Griffiths – PGA

Jl - Minutes

***Observers***

Jan Anstey Hayes

**ACTION**

**1. Apologies**

Spencer Butler  
Ted Weedon

John Wright (Vice Chair) chaired the meeting in the absence of the Chair, Spencer Butler.

**2. Notes of Meeting 4<sup>th</sup> November 2009**

2.1.1 John Wright said that some members of EMB felt there was a bias in the minutes in favour of EastendHomes and they had been ‘watered down’ particularly in respect of 11.4, which concerned a complaint about a member of staff, he had discussed this matter with Spencer Butler who was in agreement with this view. Steven Inkpen explained the complaints procedure that could be followed by anyone unhappy about the service they had received.

2.1.2 EMB agreed the following statement to be recorded in the minutes: -

“The meeting wanted the behaviour of the Leasehold Services Manager to be recorded formally in the minutes of the EMB and the meeting requested this be brought to the attention of the Senior Management Team.”

Steven Inkpen

2.2 3.4 freephone number – Desmond Ellerbeck pointed out that an action point was missing from this item as he had asked for information on the cost of freephone calls. It would be difficult to withdraw the freephone number now it had been advertised, Anne

Steven Inkpen

Wiltshire pointed out that the freephone number was a way of making it easier for residents to contact the office and was a customer service issue related to the office moving. Desmond felt there were cost implications of the freephone number that were of concern to leaseholders and was particularly concerned about the uplift administration fee and management fee of 10% related to freephone numbers as well as the service not being free to those using mobile phones.

2.3 The notes of the previous meeting were agreed with the above amendments.

### **3. Action Points and Matters Arising not Covered in the Agenda**

3.1 1. copy of minutes – this had been done by Peter Griffiths.

3.2 3.1 training – Spencer was still waiting for more board members but it was recognised that the training needed to be done before consultation took place. Peter Griffiths said he had been door knocking to canvass people to join the EMB; there was a need to increase the ethnic minority membership to reflect the profile of the estate as well as tenant representation.

3.2.1 Jan Anstey Hayes queried the method Peter was adopting and asked on why he was carrying out these visits; Peter said that the visits and method had been agreed with the Chair of EMB; EMB members visiting residents in their constituencies to encourage more participation had been tried but not been productive, they were open to suggestions as to other methods that could be tried.

3.2.2 Jan questioned EastendHomes commitment to community development and resident engagement and suggested using specialists to do this work as some RSLs were doing. Peter said the many RSLs were affected by the same issues relating to resident involvement, EastendHomes were engaging Leaders in the Community on Holland and Christchurch estates to involve youth who were the tenants of the future, particularly in view of lettings initiatives being considered relating to sons and daughters, this would be reviewed and rolled out to other estates. Steven Inkpen said there was a cost involved in using specialists which must be paid for from somewhere; Jan said grants could be applied for from the Home Office, Steven said they were happy to pursue the grant options if appropriate but the criteria were often tight and it can be expensive in terms of officer time applying for grants, there needed to be a balance between costs and results.

Steven Inkpen

3.2.3 Ann Brooks felt that youth were reluctant to become involved and felt there was a greater role for education in encouraging this.

3.3 3.3 gate – Steven Inkpen reported that this had been looked into in detail and to resolve the problems the door would need to be included in the fob system so it would stop being wedged open;

the cost of this would be approximately £18,000, the works would need to be tendered and consultation carried out. Desmond Ellerbeck thought that due to the cost of repairs carried out to the door must be high and it was worth 'biting the bullet' on this. The cost of the work would probably fall to those living in the area affected not the whole estate, leases would need to be checked and the S20 process followed. The EMB agreed that a specification for the works should be drawn up.

Steve Russell

3.4 3.6 heating – Steve Russell reported that Technical Services had advised him that they did not want to flush the system as this introduce fresh water into the system which corroded the pipework, boiler improvements were to be carried out under Phase 2.

3.4.1 John Wright said that boilers had not been agreed as part Phase 2, which was only windows, and the EMB had not agreed to include boilers in Phase 2, he wanted to see minutes of the meeting where this had been decided. Steve Russell said it had been discussed and decided at the planning sub group, Phase 2 works were Decent Homes work that was being brought forward, there was £700,000 for windows and £120,000 for works to boilers including work to valves that were stuck (not to individual flats), strainers and controls, this was maintenance work not upgrading of the system. If the boiler works were not carried out under Phase 2 work would have to be done through maintenance contracts or a separate contract and higher costs would be incurred such as preliminaries which would add approximately 20%, by doing the work as a package within Phase 2 costs were reduced as there would be one main contractor.

3.5 3.8 aerials – Steve Russell informed the EMB that EastendHomes SMT had considered a report and they were looking at the need to upgrade aerials across all EastendHomes properties where there was currently no digital access and incorporating this into regeneration works wherever possible.

3.5.1 A query was raised whether leaseholders would still be charged for aerials if they opted out of the communal aerial system.

Steven Inkpen

3.5.2 Anne Brooks asked for it to be noted that there were two different aerials serving different properties so with some people did have digital and some did not.

3.5.3 John Wright suggested working with a TV provider such as Virgin, Steven Inkpen said the team working on the aerial upgrade were very experienced and would be looking at all options.

3.6 3a.1 – EMB membership – Peter Griffiths said the EMB acknowledged all residents of the estate and anyone was free to attend meetings as an observer as Jan Anstey Hayes was doing. Peter reported that he had raised the issue of freeholders being

board members with EastendHomes and their governance in line with many RSLs across the country did not accept freeholders as board members as there was no legal obligation toward freeholders, if the EMB was made up of freeholders they could make decisions for tenants and leaseholders with no responsibility for them, EastendHomes governance reflected this.

3.6.1 Jan Anstey Hayes felt EMB should have a constitution allowing for freeholders, Peter explained that under EastendHomes Board structure constitutions of individual EMBs had to be agreed within the EastendHomes framework and any amendments must be in accordance with EastendHomes ethos.

3.6.2 There was a discussion on the issue of freeholder involvement in EMBs and the EMB agreed that Spencer Butler should raise the issue at EastendHomes Board.

Spencer Butler

3.7 4.2 lettings policy – questionnaires are available at the Local Housing Office for anyone who wants one.

3.8 11.3 payment options – easy payment options already exist, a payment card to be sent to John Wright.

Steven Inkpen

#### **4. Planning Sub Group**

4.1 John Wright reported back from the last meeting.

4.2 A mechanical and electrical engineer was to attend the next meeting.

4.3 Tarbert Walk gardens had been discussed and leases were being checked to see if the ground floor properties had exclusive use of the gardens.

4.4 The best was to hold consultation on Phase 3 was discussed and EMB asked to consider this. After some debate it was agreed unanimously that consultation events should be held on four Saturdays and two evenings spread over two months, SEH to organise the consultation.

SEH

#### **5. Newsletters**

5.1 John Wright said the last estate newsletter was “rubbish that could have been written by a four year old”. Anne Wiltshire said she had produced the newsletter and accepted responsibility for it, she pointed out that she had asked EMB for items for inclusion and not been given any.

John  
Wright/Anne  
Wiltshire

5.2 John Wright and Anne Wiltshire to meet to discuss newsletters.

5.3 The cost of producing Glamis newsletter and EastendHomes newsletters was requested.

5.4	John Wright said residents could look at the website 'EastendHomes info', which was not run by EastendHomes, and could add articles to it.	
5.6	The role of Peter Griffiths as independent advisor was raised and discussed as some people felt he was not independent as EastendHomes paid him and he had an office there. John Wright outlined the original funding and role for residents advisor and said that residents had voted to keep him on once the estate had transferred. The EMB believed there was a conflict of interest in Peter's role and for the resident advisor role to be clarified.	Steven Inkpen
<b>6.</b>	<b>Any Other Business</b>	
6.1	John Wright reported that Spencer Butler had insinuated that any EMB member could be thought as anti-EastendHomes and have a conflict of interest if they agreed in its entirety with the manifesto of the EastendHomes Leaseholders and Freeholders Association. Peter Griffiths said they needed to look at the manifesto along with the EMB constitution and see if there was anything in it that could lead to a conflict of interest.	EMB
6.2	John Wright said he thought he was being personally targeted by EastendHomes and they were using a sledgehammer approach.	
6.3	John Wright said some parents had approached him from Bluecoat School about the garage corner site arrangement that they felt was potentially dangerous to children who could run out into The Highway. Anne Wiltshire pointed out she had raised the hoarding of the site at the last meeting and EMB had agreed to keep it as it was. Site visit to be held to look at possible solutions to the problems and also the hoardings on The Highway advertising Unite.	Anne Wiltshire/Steve Russell/Steven Inkpen
6.4	Rubbish is piling up around the Unite bins on Tarbert Walk and rubbish is also being thrown from windows, Unite to be approached about this.	Steve Russell
6.5	Elf Row gate is not closing automatically, Anne Wiltshire to action arranging a repair.	Anne Wiltshire
6.6	Steve Russell informed the meeting that S20 letters for Phase 2 will be going out in the next two weeks.	
6.7	Trees for Cities have approached EastendHomes about looking at trees and landscaping on estates, this is not a free service and match funding is required so there will be some cost to residents, John Wright suggested having a wild meadow on the estate.	
<b>7.</b>	<b>Date of Next Meeting</b>	
	Wednesday 6 <sup>th</sup> January – a short Planning Sub Group meeting to	

be held followed by EMB.

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Minutes agreed

Signed ..... Name ..... Position .....

Signed ..... Name ..... Position .....