

EastendHomes
GLAMIS ESTATE MANAGEMENT BOARD
Notes of Meeting
Wednesday 5th August 2009 at 6.30 p.m.
Glamis TRA Hall

PRESENT

Steering Group/Residents

Spencer Butler (Chair)
 John Wright -
 Ted Weedon
 Desmond Ellerbeck
 Pat Crosher

Observers

In Attendance

Peter Griffiths - PGA
 Michael Agius - EastendHomes
 Steve Russell – EastendHomes
 Anne Wiltshire - EastendHomes
 John Henderson – EastendHomes
 Annette Paul – EastendHomes
 JI - Minutes

| | | ACTION |
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| 1. | Apologies Steven Inkpen | |
| 2. | Notes of Meeting 1st July 2009 Agreed. | |
| 3. | Action Points and Matters Arising Not Covered in the Agenda | |
| 3.1 | 4.3 King David Lane money – Steven Inkpen had emailed Spencer Butler saying he could find no confirmation that the amount was £15,000; minutes of board meeting 4 th August 2008 stated that John Wright had received a letter from Paul Bloss saying there was £15,000, John to bring the letter to a future meeting. | John Wright |
| 3.2 | 5 overcrowding reduction strategy – deferred to future meeting. | |
| 3.3 | 8.1 parking control – John Wright and Keith Brown had met to discuss this. Parking control will start from 10 th August for a six-month trial. Letters had been sent out explaining how the scheme will operate, there will be one parking bay per property to start with before any properties are allocated a second bay, there might not be enough bays for all the vehicles; the council ratio was six spaces to 10 dwellings. There was some discussion about how the scheme would be run and a Roslin House resident wanted barriers installed. Residents were reminded that there were new properties opening nearby that had no parking so pressure on Glamis might increase unless a scheme was introduced and there had been a ballot already that supported parking control. | |

4. Glamis Estate Office (agenda item 7)

- 4.1 John Henderson introduced this item; he had sent all board members a draft of a letter he wanted to send to residents of Glamis Estate about the service arrangements from the Glamis office. EastendHomes wanted to bring staff together at the new office opening at Swedenborg Gardens and was suggesting two management surgeries a week at the current Glamis office plus other surgeries e.g. leaseholder. The change would enable better opening hours, telephone service, monitoring of calls and out of office service. John said at present four to six residents went to Glamis office per day, they recognised there may be some such as the elderly who may not be able to walk the 0.6 miles to the new office and the surgeries would provide a service for them, they were also looking into a free telephone service for Glamis residents. Tenant satisfaction at both St Georges and Glamis was not as good as elsewhere; pooling the service would give a better service to both estates.
- 4.2 Ted Weedon expressed concern that Glamis residents would not receive as good a service as St Georges and asked whether parking would be available at the office. John said that currently the Glamis office was open from 9 to 5 but the counter closed for 2 hours at lunch times, EastendHomes wanted to manage the service properly which the present arrangements hindered, parking facilities would be available near to the new office and surgeries at the Glamis office would offer face to face contact for those unable to get to the new office.
- 4.3 John Wright felt the proposal was a cost cutting exercise and referred members to the offer document where a local office on Glamis was mentioned. John Henderson said EastendHomes was committed to local housing service delivery rather than the call centre approach adopted by many registered social landlords but a balance had to be reached between the locality of the service and the efficiency of the service. He pointed out that Mile End had one office for four estates and said the intention was to set up a surgery at British Estate. This proposal was not about cutting services.
- 4.4 Desmond Ellerbeck thought it was a good idea but was concerned that the telephony measurement included negative aspects such as abandoned calls; queuing times to see staff should also be monitored. John said there would be full monitoring and he would check the telephony system covered the points raised and look into the office holding a stock of parking scratch cards for visitors use which was also suggested.
- 4.5 Problems with Glamis LHO in the past were raised and John Wright felt that numbers visiting the office had been affected by this. John Henderson stated that the proposed arrangements would help to ensure better management control and consistency of service to Glamis residents.

4.6 The board members were concerned the draft letter was not selling the idea sufficiently to residents and asked for changes to be made. John Henderson to redraft the letter and circulate revised version to members so that it could be discussed at the next meeting.

5. Hard Fixed Flooring Policy (agenda item 4)

5.1 John Henderson explained that some people had problems with noise from flats with hard floors where they had been poorly installed. Eastend Homes wanted a policy so they could address problems where they were identified; leaseholders bought flats as were and problems would be dealt with if they became a real issue, if hard fixed flooring was installed in rented flats it would be removed when they became empty. There was a discussion about the proposed policy and some of the issues it raised.

5.2 The board agreed unanimously to approve and adopt the hard fixed flooring policy.

6. Report Back From Regeneration Sub-Committee

6.1 Spencer Butler explained the background to Phase 3 and the role of Shephard Epstein Hunter; there would be future consultation on with residents on options for their area. At this stage the board were looking at a series of sketched ideas and deciding which options should be pursued further by SEH.

6.2 Sketches

1 – 9 & 40 ideas to be pursued further.

10 was for information, the board wanted there to be consistency on style of fence used across the estate, decision on which style would come later.

12 reverse flow suggested as another option.

13 & 14 for information.

15 for information and Spencer had a proposal to be looked into on access and parking.

16, 17 & 20 ideas to be pursued further.

22-24 include an option for cleaning existing brickwork, exclude render, include cladding and brickwork.

25 & 26 ideas to be pursued further.

27 ideas to be pursued further and include floor finishes.

30 ideas to be pursued further.

31 ideas to be pursued further and include boundary fence treatments and alternative flooring treatments.

32 ideas to be pursued further

33 ideas to be pursued further and current planting kept if possible.

34 – 36 ideas to be pursued further.

37 & 38 alternative ideas to be sought, site meeting and discussion required.

39 – 50 ideas to be pursued further.

7. Newsletters

No items for discussion

8. Any Other Business

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| 8.1 | Name of bank account to be Glamis Estate Management Board, Ted circulated paper on how proposed to run account and to pursue and check if allowed to earn interest will have Co-op/Britannia account if can. | Ted Weedon |
| 8.2 | Spencer Butler to sort out constituencies and talk to more people about becoming involved. | Spencer Butler |
| 8.3 | John Wright raised an issue query about EastendHomes Articles of Association as related to EEH Board members, John to write to Spencer outlining the concerns for him to take up. | John Wright/ Spencer Butler |
| 8.4.1 | Fire checks in blocks was raised and Spencer asked John Henderson to update the Board. John advised that the investigation into Camberwell fire was still on going particularly into the way the fire had spread, it was early days and there were a number of rumours circulating. | |
| 8.4.2 | A meeting had recently been held with other RSLs in the borough and the fire brigade, the design of the building at Camberwell appeared to be a major factor. The message from the fire brigade was as before – if there was a fire in the building stay in the dwelling, if there was a fire in the dwelling leave. | |
| 8.4.3 | No EastendHomes blocks matched the construction of the Camberwell block but checks were carried out as required , more information would be issued to all blocks where there was an element of risk associated with them. There was no fire brigade recommendation for fire drills to be held in blocks. | |
| 8.4.4 | The fire brigade had raised concerns that front entrance doors must be half hour rated as they played a significant role in containing the fire in communal areas. Security grills left closed with doors open created a | |

risk and were also of concern.

8.5 David Orme could be co-opted to the board but that he could not vote, as he was a sub-tenant, the board agreed to him being co-opted subject to his agreement to the arrangement.

8.6 A copy of email correspondence about the financing of the regeneration works was circulated, members to raise any queries under Any Other Business at the next meeting.

All members

8.7 Spencer Butler to email members for dates for training on funding and regeneration.

Spencer Butler

9. Date of Next Meeting – Wednesday 2nd September 2009

Planning sub-group meeting Wednesday 29th July 2009

Minutes agreed

Signed Name Position

Signed Name Position