

## Tanners Hill TRA Meeting at Zion Chapel - Thursday 7 December 2023, 7-8.15pm

### Attendees:

### Councillors:

**Lewisham Council:** Carole Taylor (Area Environment Mgr), Jamie Kapple Deputy Caretaking Mgr

### Residents:

**Deloraine House:** Gillian Lewis, (Secretary, Block Rep), Aaron, Phoebe, Robert Ridyard – leaseholders,

**Heston House:** Barry Still, (Chair, Block Rep), Nuala Walsh, Marie M'Pondo – Joint Block Reps – leaseholders, Jessica - tenant

### Florence Terr:

**Tanners Hill:** Naomi Groves (TRA Vice-Chair, T Hill Block Rep)

**Omega St: Pitman House: Heston St:**

### Item 1 - Welcome

**Apologies:** Cllrs Brenda, Rosie; Peter, Matthew, Gordon, Michelle, Rachel, Michael, Fifi – Deloraine; Vicky, Frances, Colin – Florence Terrace; Ogden – Tanners Hill;

**Intro's:** Naomi is now Chair of Scrutiny Committee and on the Select Housing Committee

**TRA Dues** – reminder that tenants pay a weekly contribution collected in their rent, leaseholders don't pay in their service charge so the TRA needs to collect the total of £7.00 annually from leaseholders

**Printing:** We had planned to print Notices and A5s for this meeting but were only able to post A5 leaflets to Ground floor flats who wouldn't necessarily see the Notices on stairwells and in Notice boards

**Item 2: Agree Minutes** of previous Meeting 27 July 2023 – minutes agreed

**Matters Arising:** Repairs – a strategy needs to be developed – Repairs is on this agenda (see below)

### Item 3 – Caretaking

**Jamie:** We don't know who authorised the Hoppers, they were redone to comply with Fire Regs.

**ACTION We need to go back to the Building Safety Team to see what can be done** to rectify eg extra 'lip' on the back of the Hopper that stops rubbish going down the chute, Hoppers that can't be removed by Caretakers to unblock chutes creating unnecessary Repair expenses, gaps at the bottom of Bin Cupboard doors which means that chutes would become chimneys in the event of a fire

We're not aware of problems on other estates – people could recycle more!

**Barry:** Giving residents smaller bags doesn't address the problem

**Jamie:** Re Flytipping – evidence is everything, eg photos of letters with addresses, which happened in Pitman where evidence was sent to the Environment Dept. If a Contractor flytips they can be fined

**AP Jamie to send email explaining Contractor Flytip**

**Robert:** Surveillance Camera? **Barry:** Privacy? **Nuala:** CCTV on Florence Rd

**Naomi:** It can be hard to get footage from Councils

**Barry:** Masher Bros are supposed to take away their waste materials

**Carol:** Mgrs need to come out and check. Signs saying "take your rubbish away"? There should be a clause in Contractor's agreement

**ACTION Carol to feed through to Repairs**

**Caretaking Trial:** A question posed at previous TRA meetings is – if it's a trial how is it being measured ie via residents feedback?

**Barry:** Business Mgr gave update in recent TRA Chairs Meeting, it looked like the main reason for changes to caretaking was cost cutting. Also C/Ts are on a new contract. 1 question on a Lewisham Homes survey isn't enough, what are the parameters?

The next phase is a Performance Committee meeting in Feb 24 to see if the pilot will continue, they said they'd had some positive feedback from residents

**Naomi:** we still have a problem with Bulk Waste and Signage

**Barry:** signage for recycling bins is in the wrong place, it needs to be moved back

**Carol:** there's a delay due to the transition back to the Council, Signs should be done soon

**ACTION Carol: I'm not aware of Refuse Svce being reduced to once a week, I will find out**

## **Rent Service Charge**

**Nuala:** briefing for TRA Chairs and Leaseholders proposed 7.7% and the same for Service Charge. The Council, like everyone, is under service pressures, especially due to disrepair on estate – materials and suppliers rates are up 10-11%, so increase is justified. Garage increase will be 8.9%.

There was v negative feedback due to terrible Repairs ie poor service, Gillian Douglas (Hd Housing) “understands” but they need the money to improve the situation.

**Nuala:** No! They need to reorganise and do repairs! GD will visit estates unannounced. They said £81m required for repairs transformation

**Barry:** there’s a new Housing Mgmt System starting 18/12, feedback will be taken to Housing Select Committee 28/12, then they’ll present a report to the Mayor and Cabinet 6/5/24.

**Robert:** Gove?

## **Estate Improvements**

The TRA has a small amount of money – we were hoping to get some funding so that we could implement ‘Pitman Park’ ie a ball court, outdoor gym equipment etc but as we haven’t managed to raise the extra funds we’d like to invite modest suggestions for the funds we do have:

**Barry:** Benches? **Naomi:** encourages dumping

Replacement trees? Flower beds? Eco tank – to reduce printing costs? Ask Colin.

LTF grants are available for various projects

## **AOB**

**Barry:** at the Chairs meeting it was reported there are new laws – Housing Officers will have to study and gain qualifications, will residents be offered that opportunity?

## **Housing Board**

**Naomi:** Jim Preston Report - 31% of emergency repairs were completed in time

- average 46 days to complete a Repair

- £3m overspend

- vacancies, 20 interim staff coping

- limited management resource to manage contracts

- L Homes had a recruitment freeze, now lifted so there’s 2 new call centre staff

- outdated structure

- 42% calls dropped

**Major Works:** Robert reported that he’d received a letter demanding payment and been charged for it!

**Marie:** 30 minutes of TRA meetings could be used to support residents with Repairs eg they could speak to Officers or Cllrs before meeting starts at 7pm.

**Seasons Greetings everyone!**

*Meeting ended 8.20pm*