

tanner's hill estate TRA

EGM: Major Works Programme		
24/9/14	18:30 – 20:30	Addey & Stanhope School
Facilitator	Alicia Kennedy, Local Councillor	
Note taker	Shannon Clarke, TRA Board Secretary	
Attendees	<p>TRA Committee</p> <ul style="list-style-type: none"> ▪ Shannon Clarke, TRA Board Secretary ▪ Colin Connell, TRA Vice Chair ▪ Frances Connell, Area Panel Member ▪ Iris Davies, Block Rep for Heald & Omega ▪ Gillian Lewis, Block Rep for Deloraine ▪ Sue Slade, TRA Chair ▪ Barry Still, Block Rep for Heston House ▪ Nuala Walsh, Area Panel Member <p>Lewisham Homes</p> <ul style="list-style-type: none"> ▪ Ian Philips, Project Co-ordinator ▪ Mark Agnew, Director of Property ▪ Paul Bell, LH Board Member & Councillor for Telegraph Hill <p>Lewisham Council</p> <ul style="list-style-type: none"> ▪ Alicia Kennedy, Local Councillor ▪ Jimi Adefiranye, Local Councillor <p>Mitie Project Management</p> <ul style="list-style-type: none"> ▪ Rod Sutherland, Regional Manager ▪ Paul Himowicz, Contract Manager ▪ Simon Taylor, Resident Liaison Mgr ▪ Andrea Paterson, Resident Liaison Officer <p>Baily Garner</p> <ul style="list-style-type: none"> ▪ Daniel Griggs, Associate <p>Legend Residents' names are in green. Representatives of Lewisham Homes and Lewisham Council are in red. Representatives of partner organisations are in purple.</p>	<p>Residents <i>(initials in green)</i></p> <ul style="list-style-type: none"> ▪ B Ayling, Pitman House ▪ Nigel Bennett, Deloraine House ▪ John Bownes, Pitman House ▪ Moira Davies, Deloraine House ▪ Zoe Davies, Deloraine House ▪ Andrea Francis, Mahoney House ▪ P Hiscock, Florence Terrace ▪ B Hope, Mahoney House ▪ Kouame Kouaou, Deloraine House ▪ Marie M'Pondo, Heston House ▪ Marty O'Brien, Florence Terrace ▪ Mehmet Olcelik, Tanner's Hill ▪ Joe Orr, Deloraine House ▪ Robert Ridyard, Deloraine House ▪ Michael Rose, Mahoney House ▪ Mrs Thomson, Deloraine House ▪ Ted Trott, Omega Street ▪ Mary Twuan, Tanner's Hill ▪ Ken Webb, Tanner's Hill ▪ June Williams, Mahoney House ▪ Mike Yeardley, Florence Terrace ▪ Christine, Florence Terrace <p>Apologies</p> <ul style="list-style-type: none"> ▪ Stephen Robinson, TRA Treasurer ▪ John Coughlin, Local Councillor ▪ Colin Dawes, Lewisham Homes ▪ Ogden Hodge, Tanner's Hill ▪ Fred & Eileen, Resident ▪ Vickie Yeardley, Florence Terrace <p>Others were present, but did not sign in</p>
1. Introductions		
Speaker	Points raised / statements made	
▶ Responder		
All	Introductions were made	
2. Minutes from Previous EGM		
Speaker	Points raised / statements made	
▶ Responder		
Alicia	Noted that the minutes were made available in the room, as well as copies of further communications between the TRA and Lewisham Homes management.	

3. Presentation	
Speaker	Points raised / statements made
▶ Responder	
Ian	Intro to presentation Break-down of roles and responsibilities between Lewisham Homes, Mitie, and Baily Garner
Rod	Progress update for each block <ol style="list-style-type: none"> a. What's been done so far? b. What remains to be completed? c. Why has it been delayed? d. When will it be finished? <p>Secretary's note: To paraphrase, the reason for the delay is changed plans:</p> <ul style="list-style-type: none"> ▪ Change in scope, change in plans, change in method. ▪ Once the works were underway, it was determined that the work required was much greater than initial survey indicated. ▪ A lot of focus placed on keeping to the cost figure at the bottom of the Section 20 notices provided to leaseholders — regardless of what work they actually decide to do.
▶ Many residents	<ul style="list-style-type: none"> ▷ Who was responsible for the initial survey? Why was it so fundamentally flawed? ▷ No answer. Action 1: MA to answer (see action section below).
4. Q&A	
Speaker	Points raised / statements made
▶ Responder	
Christine	Was promised a new kitchen. When the inspection was done, was told (by whom?) that she had done too good of a job of maintaining her cupboards, and so she didn't qualify.
▶ Mark A	<ul style="list-style-type: none"> ▷ This is why the decision was taken to use an age-based criteria rather than one based on state of repair.
Francis	Stated she any many others felt really let down by Lewisham Homes. Had set up a steering group in July 2012. They did a lot of work and consulted extensively with Lewisham Homes about the work that was needed and how the works should be handled. Stated that Lewisham Homes later completely disregarded everything the group suggested.
▶ Mark A	<ul style="list-style-type: none"> ▷ No answer. Action 2: MA to answer (see action section below).
Many residents	Who was responsible for the initial survey?
	<ul style="list-style-type: none"> ▷ No answer (refer to action 1)
Nuala	There exists a log of all repairs undertaken. Why was this not used to inform the surveys? The reports of repairs to Florence Terrace roof have been on-going for several years. How did the surveys miss the fact that major work was needed to their roofs?
▶ Daniel	<ul style="list-style-type: none"> ▷ The surveys were undertaken from ground level.
Paul B	Stated he was appalled at how badly these works have gone. Said MA is an excellent director of Lewisham Homes. Said he saw a lack of common sense being applied in the management of this programme. Promised to undertake an investigation to evaluate why this has been such an unmitigated failure. Said Lewisham Homes pay consultants to undertake surveys, and we need to understand why this one has been so insufficient.
▶ Michael R	<ul style="list-style-type: none"> ▷ Requested the investigation look into the matter of affordability for leaseholders
▶ Marty	<ul style="list-style-type: none"> ▷ Has been talk of adding cost to the end of a mortgage, so the payment comes due upon the sale of the property. Please confirm if that's possible.
▶ Paul B	<ul style="list-style-type: none"> ▷ Action 3: Paul B to update once underway.
Zoe	Said leaseholders have been paying approximately £1,000 a year in service charges. This is meant to cover caretaking and routine maintenance, yet maintenance has not been done. These works now amount to routine maintenance on a grand scale.
▶ Paul B	<ul style="list-style-type: none"> ▷ As part of your lease they are required to perform regular maintenance to the properties.
▶ Shannon	<ul style="list-style-type: none"> ▷ Stated IP had advised her in February that Lewisham Homes do not and will not perform any preventative maintenance.
▶ Ian	<ul style="list-style-type: none"> ▷ Denied having said that (Shannon to provide documentation).

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<p>Zoe</p> <p>▶ MA</p>	<p>Said she'd heard that Lewisham Homes instructed Mitie not to jet-washing communal areas. Please confirm.</p> <p>▷ No answer. Action 4: MA to follow up (see action section below).</p>
<p>Colin C</p> <p>▶ Mark A</p>	<p>Stated residents are paying service charges, but receiving nothing in return. Asked if there will be a rebate for this year's fees.</p> <p>▷ Said Lewisham Homes have to justify their annual service charges. If they don't provide that upon request, residents have right to challenge them. Stated that residents also have the right not to pay if Lewisham Homes are unable to provide documentation justifying the charges.</p>
<p>Colin C</p> <p>▶ MA</p>	<p>Stated the schedules provided this evening were optimistic and based on good weather. What contingency plans are in place?</p> <p>▷ No answer. Action 5: MA to answer (see action section below).</p>
<p>Many residents</p>	<p>Said the works had been very badly organised.</p> <p>▷ No comment.</p>
<p>??</p> <p>▶ Rod S</p>	<p>Asked who pays when Mitie workers cause problems that the repairs team have to fix.</p> <p>▷ Advised that if Mitie workers cause problems, Mitie has to pay to make them right. If they cause blocked drains; they have to eat the costs of repairs. Similarly the sequence of trades is down to them. They can't charge for their inefficiency. If they have to redo a job due to their errors, they only get paid once.</p>
<p>Mike Y</p> <p>▶ Mark A</p>	<p>Asked what happens if Lewisham Homes sign off on a job, but the leaseholders refuse to (e.g. the leaseholders believe the standard of work isn't up to par)?</p> <p>▷ Stated he wouldn't sign off to pay anything until he was happy with the outcome.</p>
<p>Sue S</p> <p>▶ Mark A</p> <p>▶ Mark A</p>	<p>Tenant of 84 Tanner's Hill would like to know when work on her property will take place.</p> <p>▷ Property was missed out by mistake. Said he couldn't recall the timeline off the top of his head, but promised to get back to residents ASAP.</p> <p>▷ Action 6: MA to answer (see action section below)</p>
<p>Barry S</p>	<p>Asked how Lewisham Homes find the right balance between finding the most cost-effective solution for leaseholders and meeting the needs of the tenants.</p> <p>▷ No comment.</p>
<p>Michael R</p> <p>▶ Mark A</p>	<p>Stated that his insurance cost and electrical bill had both increased due to the scaffolding. The scaffolding has been up on Florence Terrace since April. When will work begin? Right now residents are paying for scaffolding, and paying for increased cost of living due to scaffolding, yet no work is taking place. Additionally, he and other residents have had to take time off work for appointments that have not been kept. Not only do the works have a direct cost in the tens of thousands per leaseholder, there are also indirect costs impacting all residents. What recourse is available to residents for reimbursement of these costs?</p> <p>▷ No answer. Action 7: MA to answer (see action section below)</p>
<p>Robert R</p> <p>▶ Mark A</p>	<p>Has been talk of adding cost to the end of a mortgage, so the payment comes due upon the sale of the property. Please confirm if that's possible.</p> <p>▷ No answer. Action 8: MA to answer (see action section below)</p>
<p>Francis</p> <p>▶ Mark A</p>	<p>Ground floor properties with rear access require proper locks on rear door, not just thumb turns. This issue has been raised at all previous meetings in the past year, and has been raised directly with various employees of LH. At last EGM of the TRA, Colin Dawes promised to obtain a final answer (response due on 27/6/14). Why have residents not had a response yet? When will the response be given?</p> <p>▷ Still no answer. Action 9: MA to answer (see action section below)</p>
<p>Jimi A</p> <p>▶ Rod S</p>	<p>The text in the printed presentation is not big enough to read</p> <p>▷ Will take that on board for future.</p>
<p>Jimi A</p> <p>▶ Mark A</p>	<p>People are angry, and with good reason. Getting answers from Lewisham Homes is very difficult for me. If it's difficult for me, how much more difficult is it for my constituents?</p> <p>▷ Stated that every complaint Lewisham Homes receives gets logged on their systems, and they respond within 10 days.</p>

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<p>▶ Shannon</p> <p>▶ Mark A</p>	<p>▷ Secretary's note: This is true if and only if Lewisham Homes decides a complaint is worthy of being treated as such. There are several documented instances of residents making formal, written complaints. When management fail to respond within the allotted time frame, they have advised us it was because the complaint was deemed either to be informal or not a complaint at all.</p> <p>▷ Stated he personally reviewed looked all complaints from April onwards, and only one was about quality of the work being done. Said most were about comms. Stated he had confidence in their processes. Said he ensures they respond to each and every issue.</p>
<p>Mehmet</p> <p>▶ Ian P</p>	<p>Asked whether the windows on Tanner's Hill were being done? Stated that many broken (specifically handles and locks). They don't open. Rain leaks through.</p> <p>▷ The widows on Tanner's Hill block are UPVC. Said the sealing will be renewed, but they were not being replaced at this time.</p>
<p>Christine</p> <p>▶ Mark A</p>	<p>Said the dust from brickwork re-pointing is not being cleaned up (Deloraine House). It comes in through / around the windows. Has a small child. This is a health hazard.</p> <p>▷ No answer. Action 10: MA to answer (see action section below)</p>
<p>Ted</p> <p>▶ Mark A</p>	<p>Said he'd had a new door fitted, but nobody else on his block had (Omega Street). When will that happen?</p> <p>▷ No answer. Action 11: MA to answer (see action section below)</p>
<p>Iris</p> <p>▶ Mark A</p>	<p>Stated the new doors don't automatically lock.</p> <p>▷ Said there was an on-going discussion with London Fire Brigade about fire doors and access. He understands residents are concerned about security issues, but have to follow fire regulations. All new doors are Secured by Design. If doors lock automatically (Yale lock), they can't get in. What if there's a fire?</p>
<p>Nuala</p> <p>▶ Mark A</p>	<p>Said she had received a new Section 20 notice with a section for rising mains. People at Lewisham Homes didn't even know (what don't they know?). Contradictory info from Lewisham Homes. Said she hasn't yet addressed it with management because it makes her feel sick. Will you require internal access? If so, will that lead to another scheduling nightmare?</p> <p>▷ Not sure. Will follow up. Action 12: MA to answer (see action section below)</p>
<p>Christine</p> <p>▶ Mehmet</p> <p>▶ ???</p> <p>▶ Barry</p> <p>▶ Mark A</p>	<p>Stated that the new gate keys were one size fits all. They accessed all areas of a block rather than just the specific area a resident lives in.</p> <p>▷ On Tanner's Hill block there are three staircases. Two have lockable gates, and one has no gate at all. This is a security issue.</p> <p>▷ Stated there were often drug dealers sitting on the unprotected stairwell on the Tanner's Hill.</p> <p>▷ Described the state of security on the estate at present as a farce. All gates take the same keys. Also, the gates used to lock automatically. Now must be manually locked.</p> <p>▷ Stated above was also due to fire regulation compliance issue as per London Fire Brigade.</p>
<p>Barry</p> <p>▶ Mark A</p>	<p>Said it was important a representative of the TRA be present at the final sign-off walk-around.</p> <p>▷ Agreed; would be the case.</p>
<p>Barry</p>	<p>Stated Heston House had a problem with damp as a result of jet-washing. Said residents were having to do the job of Lewisham Homes by inspecting the state of repairs and quality of work.</p> <p>▷ No comment.</p>
<p>Christine</p>	<p>Two weeks ago the water was shut off during the workday (for how long?) with no notice.</p> <p>▷ No comment.</p>
<p>Gillian</p>	<p>Had been advised that the scaffolding on Deloraine House was still up as they were waiting on (didn't catch what they were waiting on). Is that the case, or is there more?</p> <p>▷ Refer to presentation from Lewisham Homes / Mitie</p>
<p>Marty</p> <p>▶ Mark A</p> <p>▶ Marty</p>	<p>Who owns the windows? Said he'd had conflicting info from Lewisham Homes. 'They're yours, they're mine, the frames are yours, the glass is mine, etcetera'. He wants a definitive answer. What about the money he's had to spend to make his home liveable?</p> <p>▷ Stated he believed the windows were the responsibility of Lewisham Homes.</p> <p>▷ Said the windows were past their guarantee period, and hardware could no longer be obtained for them. The Section 20 notices stated that the windows would be refurbished.</p>

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<p>▶ Mark A</p> <p>▶ Shannon</p>	<p>Residents can only have working windows with the help of Lewisham Homes. No other recourse is available, short of replacing the windows at their own expense.</p> <p>▷ Stated that the refurbishment of the windows had to be removed to comply with the total value of the statement 20 notices. Other items of work had been added that weren't part of the initial notices, so therefore in order to comply with regulations, they had to remove other items of work that they initially said they would undertake.</p> <p>▷ Secretary's note: Mark's statement above means the only info of value on a Section 20 notice is the cost figure at the bottom. If items of work can be added or removed at will and without consultation with residents, then the info on the statements is meaningless. The law states a landlord must consult on the work they intend to undertake, not that they must consult on the cost of the work (irrespective of what work they do or do not undertake).</p>		
<p>Barry (?)</p> <p>▶ Rod S</p> <p>▶ Barry</p>	<p>Asked whether the guttering on Heston House was to be repaired or replaced?</p> <p>▷ Stated that they would be doing sectional repairs.</p> <p>▷ What about damp problems as a result of faulty guttering. Who is responsible for that?</p>		
<p>Alicia</p>	<p>Stated she would be at 82 Tanner's Hill on Saturday from 3-7 for a drop in session.</p>		
Action Items		Person Responsible	Deadline
<p>1. It is apparent that the initial surveys were insufficiently thorough. This implies that either:</p> <p>a. Lewisham Homes contracted Baily Garner to do an inadequate survey; or</p> <p>b. Lewisham Homes contracted Baily Garner to do a thorough survey, and Baily Garner performed it to an insufficient degree.</p> <p>Please tell us which statement is correct.</p>		<p>Mark Agnew</p>	<p>10/10/14</p>
<p>2. How was the steering group's input used in informing / planning these works?</p>		<p>Mark Agnew</p>	<p>10/10/14</p>
<p>3. Initiate an investigation into the planning and management of these works and update the TRA on the progress made.</p>		<p>Paul Bell</p>	<p>TBD</p>
<p>4. Jet-washing of communal areas: yes or no? Please confirm.</p>		<p>Mark Agnew</p>	<p>10/10/14</p>
<p>5. The schedules provided in the meeting were optimistic and based on good weather. What contingency plans are in place?</p>		<p>Mark Agnew</p>	<p>10/10/14</p>
<p>6. Number 84 Tanner's Hill was missed out by mistake. When will work begin? By what date will work be completed?</p>		<p>Mark Agnew</p>	<p>10/10/14</p>
<p>7. What recourse is available to residents for recompense of secondary cost of works (e.g. increased insurance costs, increased electrical bills, time off work for appointments, time missed off work for missed appointments, etc.</p>		<p>Mark Agnew</p>	<p>10/10/14</p>
<p>8. Please report back on payment options for leaseholders. In particular, please comment on the rumour that payment can be postponed to be due upon the sale of the property.</p>		<p>Mark Agnew</p>	<p>10/10/14</p>
<p>9. Ground floor properties with rear access require proper locks on rear door, not just thumb turns. This issue has been raised at all previous meetings in the past year, and has been raised directly with various employees of LH. At last EGM of the TRA, Colin Dawes promised to obtain a final answer (response due on 27/6/14). Please advise.</p>		<p>Mark Agnew</p>	<p>10/10/14</p>
<p>10. Please remind workers <i>again</i> of the importance of the end-of-day clean-up, especially in conjunction with brickwork re-pointing, as this is a health hazard.</p>		<p>Simon Taylor / Mark Agnew</p>	<p>3/10/14</p>
<p>11. When will remaining tenants of Omega Street have new doors fitted?</p>		<p>Mark Agnew</p>	<p>10/10/14</p>
<p>12. With regard to the rising mains in Heston House. Please specify what work is to be done. Will you require internal access?</p>		<p>Mark Agnew</p>	<p>10/10/14</p>