

Stoke Newington Estate Tenants Meeting notes

Tuesday 12th September

Staff attendance: Gary Fraser (Estate manager)
Michael Osei-Bonsu (Housing Officer)
Kim Ward (Head of Housing)

Review of 30th May meeting notes

- **Fobs for Coronation Avenue - complete**
- **Lighting - complete at Coronation Avenue.** Temp lights on in Imperial Avenue, 5 days work for a rewire to be started on 18th September
- **Guide dog - no further issues.**
- **Reports of rats to the rear of Imperial Avenue** - pest control have been out and residents contacted about throwing food waste. **No further issues reported**
- **Damp and Mould** – We have now appointed a contractor. MLCS3 will be contacting residents between now and the new year to access over 800 properties across our whole stock. This is due to be complete by March 2024 at which point we can begin to prioritise works.
- **Rusty bikes** – Tagging of the bikes is complete, set for removal on 27th September
- **Cabin left in Coronation Avenue – complete**
- **Scaffold** – MNM are in the process of striking (removing) their scaffold in place. Some remain, and will go up from another contractor where work is being actioned. This contractor, TRS, have been door knocking to advise and we will endeavour to get notice out to those it will affect too.

- **Unsatisfactory cleaning** – Deep clean went well and was well received by residents. Daily cleaning remains an issue at Coronation. Estates supervisor is back from long term leave and is monitoring on a daily basis. Residents confirmed he works when another member of IDS is present but not when he is alone. **Action** – GF to escalate to the estates services manager and advise not sweeping, just mopping the blocks, not sweeping thoroughly outside or cleaning the bin room
- **Communal doors being kicked** – no further reports specifically, but concerns about being pulled open. **Action** - GF to check on his inspections.
- **Dates for window cleaning requested** - Both Coronation and Imperial window cleans are due in November and you will be notified of this date once we have it.
- **Cleaning of communal vents**
Remains unclear. **Action** – GF to arrange for a surveyor to attend a few properties in order for us to provide clear feedback, 2 residents volunteered to allow access.
- **Imperial Avenue gate is open to the public - complete**
- **Large gate on high street makes a banging loud noise when closing** – Delta attended and advised the closer needs replacing. We should have a report by the end of this working week to raise a job for this.
- **Fun day** - still a small amount of money in the budget to provide some resident activities. We discussed over half term, activities for children (mask making!)
- **Contractor/operatives not parking accordingly in the estate** – improved but ongoing. **Action** – GF to reinforce, also requires a reminder to close the gate and drive slowly
- **Noise nuisance - No new issues.**
- **Trim the tree at Imperial Avenue - complete**
- **Service charge breakdown requested - provided**
- **Allotments to grow fruit and veg – complete.** If residents want to grow, contact GF and he will provide access.

New discussions

- **Front doors** – Some concerns around the seals on the doors coming loose. GF advised any concerns to log through to repairs to get checked and fixed. Some concerns about the residents on the estate who have not yet got their front door. Reassured that GF and MO are working to engage these residents to get these sorted as biggest detriment

is for them. Also discussion around white caps on top of screws not present on a lot of door. **Action** – GF to check the spec and see what we can do.

- **Windows on the stairwell** – H block concerns windows do not close. **Action** – GF to check functionality on his next inspection.
- **H & J block stair treads** – some coming loose, or off. **Action** – GF to check on next inspection and raise jobs accordingly.
- **Contractors not covering the floor when in the block** – Some are better than others, but if they are not covering, they should be cleaning down at the end of the day at the very least.
- **Door mats** – there was a question that now fire doors are in place, can residents have their door mats back. Advised no, as our Fire Risk Assessments for each block say there should be no items in communal areas for slip and trip hazards as well as the combustible hazard they pose.
- **Entry carpets** – discussion around the condition of the entrance carpets, can they be cleaned or changed. **Action** – GF to check all on next inspection.
- **Storage sheds** – one question was asked about having more storage options on the estate and another querying payments to ensure everyone who has one is paying. **Action** – GF to update Estate Improvement Plan to include additional storage requests from residents but will feed back about feasibility. **Action** – MO to confirm to Income Team concerns around payment

Thank you to all tenants who attended the meeting and provided the agendas to discuss.

Next Meeting: TBC December 2023