

Charecroft Tenants and Residents Association

Charecroft Community Hall, Rockley Road, Shepherds Bush Green
London W12 0DA, Tel: 0208 740 4964

CTRA Committee Meeting 29th November 2016 – 7.00 p.m.

Minutes (approved at committee meeting on 10 January 2017)

Committee Members Attending
AP - Treasurer - Bush
CT - Chairman - Shepherds
JY - Vice Chairman - Woodford
AL - Shepherds
PC - Bush
AA - Shepherds
BD – Shepherds
AK - Roseford
DR - Woodford
Apologies
CF - Secretary - Roseford
MG - Shepherds

1. Welcome
2. Apologies
3. Committee Membership
4. Financial update
5. Program for the year ahead
 - a) Meeting dates
 - b) 2017 AGM
 - c) Aims and goals
6. Community Champions
7. Bike sheds
8. Shepherd's Court fire
9. Community Hall
10. Mitie
11. Pinnacle
12. Website and e-mail
13. AOB

1. The Meeting started at 7pm at the Community Hall.
2. Apologies from CF.
3. The minutes of the AGM were not available. CT welcomed the new members and added that MG had not been at the AGM so she had not been able to submit her nomination. CT proposed that she continue. This was agreed. There had also been an application to join the committee from MT (Woodford). The committee accepted the application. CT would circulate the job description along with the code of conduct agreement for members to read and sign.
4. **Financial update.** No changes were reported by AP. A couple of invoices were still pending and AP is looking into moving the TRA's account. The details of this will be

sorted out by e-mail. The council will pay to use the hall for the counselling sessions related to the fire and will be paying £10 per hour.

5. **Programme for year ahead:**

a) **Meeting dates:** CT reported many meetings had been held over the previous year due to the circumstances surrounding the fire and other issues. The proposal was to hold a committee meeting in January and an open meeting in February.

b) **2017 AGM:** The AGM would also be moved to October with a committee meeting in September to prepare for the meeting as this will give more flexibility.

c) **Aims and Goals:** CT mentioned the need to get more people involved. There were plans to put Wi-fi and sound in the hall and possibly a projector. The noticeboard would also be replaced and they would look at the office/kitchen and garden to see if anything was needed. Community Champions were keen to get things in place. Benches for the lobbies in the flats were mentioned as ones had been available in the past. In relation to the Amenity Decks, an extension has been granted to the deadline for spending the funds for Bush/Shepherds due to the exceptional circumstances caused by the fire. We would be considering the possibility of the allotments for the estate in Rockley Road and Mitie may want to help with this. There are ongoing major works related to the fire and lifts and CT mentioned that they needed an update from PM (LBHF) in relation to the windows. AK mentioned the louvre windows replacement and the meeting was reminded that the samples for these are on the top floor of Roseford for anyone to see. CT said he would speak to Mitie regarding the louvre windows.

6. **Community Champions:** CT reported he had attended the Community Champions conference on the previous Thursday. AS is the CEO and it is a community based project that is to run for five years. CT explained the agreement for the use of the community hall and said a full risk assessment would be done, which would be very useful for our committee. They were hoping to get local people involved and it aims to improve health. BS (Community Champions) was currently working on things, such as the Wi-fi for the office. There was a commitment until the end of March when the agreement would be reviewed. AP mentioned the hall was not being left tidy and clean and members felt that issues like this need to be looked into and clarified. This should be done before March to give Community Champions a chance to put things right. Expectations of use should be made very clear. AP suggested putting up a calendar so BS could see when other people had booked the hall and she could put her own dates in. This would give clarity to all users. Different activities were planned. CT would email the information to everyone once it was available. PC mentioned that things needed to be observed closely to make sure that the agreement was honoured. They needed to make sure the terms of hiring the hall were made available and that it was being respected. The meeting agreed that Community Champions could continue to use the hall until the end of March, when the arrangement would be reviewed.

7. **Bike Sheds:** CT reported he had not received a cost proposal from EM (WRoseford). He added that there was some confusion of what is being proposed in terms of the costs associated with the sheds. CT reminded the meeting of a conversation held with JD (LBHF Housing Officer) in which it was agreed that Charecroft would not have to pay for the sheds. DR said she did not see why leaseholders should be asked to subsidise them and they should be self-funding like the garages. It was proposed that CT would deal with HS (LBHF Housing Officer) to look at properly costed proposals for the sheds to be self-funding. The problem caused by homeless people breaking into the sheds and using them as shelter was also mentioned. The caretakers had felt threatened on several occasions and a solution needs to be found.

8. **Fire:** progress was being made and issues have been taken on board by those involved with getting people home and dealing with the consequences. The insurance company, Zurich, is suing Whirlpool. AA indicated there was a connection between the two companies and CT said he would look into this. CT reported that they would be digging up the concrete floors of the fire damaged flats sometime after Christmas so it would be very noisy. He has asked that a clear timetable be provided to residents to allow people to make alternative arrangements if needed. CP (LBHF) is going to do a vulnerability

assessment of the block. Community Champions were keen to get involved with supporting people affected and CP is to deliver a leaflet to provide information. The hall would also be made available during the work as a respite area.

9. **Community Hall:** people were invited to make suggestions as to what could be done to improve the hall and make it more user friendly. CT invited those present to email any suggestions to him.
10. **Mitie.** They have been given notice to improve by next June and the council is looking at how they can manage their contract more effectively. Mitie have indicated that their 'job completed' report has a flag system which indicates when more work is needed on a particular job, but residents are finding that this is not so and things are not being done properly. The staff are not giving residents job numbers and this is causing difficulty when it comes to following up on what has or has not been completed. Any job called in after 6 does not get allocated a job number. CT said he had emailed them a 'to do' list and AK said their customer service was very poor. It was important for people to call and complain and provide the job number/description of the work. The leak from the garden pit has been sorted out. There are still ongoing issues regarding the stack and the question about it being the leaseholders' responsibility, when it is clearly a communal element. CT said Mitie's information regarding the stack was incorrect and he had asked for a report for the four blocks. He added that council tenants were less likely to report problems and he was asking Mitie to start working with the TRA as we are in a good position to help with difficulties. Mitie was not aware of the joint water supply between Shepherds and Bush and the subsequent difficulties this caused when they turned off the supply; they would only give notice to the block they were working on and had no idea they had cut off the supply to the other. CT has asked for the supply to be separated. The pumps were supposed to be upgraded and it was not clear if this had been done. CT to look into this.
11. **Pinnacle:** CT explained he had asked for something to be done about the mismatch between hours and pay in relation to caretaker contracts. They needed to check if cover was being put in place for sickness and holidays. The problem of residents dumping rubbish outside of the bin area was also mentioned. AP has made a formal request for a copy of the full Mitie and Pinnacle contracts. CT said if they fail to respond, AP should request them again with a demand for a response within ten days as they are obliged to provide a copy.

The meeting closed at 9.16pm.