

## You Said... We Did

Residents' Meeting – Vista Apartments – December 2023

### Next meeting:

| No. | You said...   | ...We did  |
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| 1.  | Dumping of rubbish and items in communal areas, particularly the bin area | A process has been put in place by the Neighbourhood Team, where if it is reported that items have been dumped, Network Homes will contact the managing agent to identify the person by use of CCTV. The person identified will then be served with a last warning letter advising if it happens again, Network Homes will look to make an application to Court. So far eight letters have been served and we have not had any repeat offenders. |
| 2   | Cleaning Feedback   | Previously had feedback from residents that the standard of cleaning wasn't at the level expected. Feedback given to Pinnacle and we have seen improvements going forward.   |
| 3   | Envac System Costs  | The Envac system has had signs on it advising it is out of use. POD management have confirmed that the costs will be removed from the service charge. This will be removed when they produce the end of year accounts and taken as a landlord cost. Anthony Collins has requested actual estimates   |

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|   |   | to ensure no charges have been added to the service charge.   |
| 4 | Damage to the wall by the lifts in lobby area   | We have identified via CCTV that the person responsible for the damage was a delivery driver. A repair for the damage wall has been completed and will arrange redecoration of the affected area. Thomas has chased this and a job has been assigned to a new contractor and due to be completed on 18/1/2024. Waiting to hear back from repairs on why appointment was missed.   |
| 5 | <p>AOB</p> <p>Request for POD management to attend the next residents meeting – Agreed.</p> <p>Residents requested information on the creation of a Residents Association</p> | <p>Actions:</p> <p>Apologies I was unable to arrange this for this time and will request for next meeting.</p> <p>Request made to Resident Engagement team to provide information on what is required to start a RA and queries over the representation numbers of each tenure required. They have advised to visit our website for more information and to make contact with them should residents wish to establish an RA. Info can be found at <a href="https://www.networkhomes.org.uk/get-involved/resident-association/">https://www.networkhomes.org.uk/get-involved/resident-association/</a></p> |

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|  | <p>Residents raised concerns that there are residents with dogs in the building.</p> <p>CCTV and handrails in lift</p> <p>Feedback that first floor flat roof with grass is not being maintained.</p> <p>Reminder to all residents to not force MED open or push door as this has caused it to break as it did last week. Requested by a resident.</p> <p>Residents have asked about parking for their private repairs and contractors.</p> | <p>Residents to provide time and dates that they see them around the communal areas so we can identify them. There is information on the notice board regarding dogs are not permitted. This topic was included on the hand delivered letter to all residents previously. Residents are encouraged to report any sightings of dogs to SNG to investigate.</p> <p>CCTV partially installed this week and return visit scheduled to install the camera heads. Handrails installed and awaiting final report to close action.<br/>- 1x handrail missing and reported to M&amp;E. They are scheduling the works and will provide an update.</p> <p>Raised issue with POD management who attend and maintain this issue Access has been granted and maintenance carried out.</p> <p>Reminder given in the meeting and will be on the YSWD for residents to access.</p> <p>Quintain do have access to some loading bays around the estate. If you wish to use a loading bay for a private contractor, please contact Thomas to enquire into how this works.</p> |
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|  | <p>Copy of building insurance to be shared.</p> <p>Residents have requested confirmation on date the end of year accounts for 21/22 and provide explanation of the delay. to be marked as a priority. Residents feedback that they believe there should be a credit for the 21/22 EY accounts due to paying 18 months managing fee previously and so 21/22 should only cover 6 months.</p> <p>Residents waiting on revised account for 22/23.</p> <p>New resident meeting dates on notice boards, website and for managing agents and Leasehold to attend. 4 meetings per year.</p> | <p>Summary Of Cover uploaded onto our website below this YSWD.</p> <p>Leasehold Team have hand delivered a letter to all leaseholders regarding the 2021/2022 final accounts and aim to finalise the accounts by 9<sup>th</sup> Feb 2024.</p> <p>The revision of the 2022/23 accounts have been completed and the Service Charge Team will be sending out the letters to owners.</p> <p>Agreed to have dates on notice board and our websites very shortly, and also agreed to an additional date (4 meetings in total). Managing agents and Leasehold Team will be sent invites for these dates.</p> |
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