

You Said... We Did

Residents' Meeting – Vista Apartments – March 2024

Next meeting: 20th June 2024

No.	You said...	...We did
1.	Dumping of rubbish and items in communal areas, particularly the bin area	This is an on going issue despite communication from SNG on this matter. We are still working with the managing agent on identifying people and sending out one warning letter before court applications.
2	Cleaning Feedback	<p>We had seen a period of improvement but have had recent feedback on current service and the use of signing in sheets.</p> <p>Action: Agreement for weekly spot checks and end of clean reports which can be shared with residents. Joao of Pinnacle to undertake checks and monitor attendance via trackers. Site visit carried out on 26th March between SNG, Pinnacle and Vista RA.</p>
3	ASB	We have raising requests for footage from the managing agent to supply to local SNT. We are working on a process that will mean we can make these requests directly to the security staff. Previous evidence has shown these to be youths but we had not managed to link them or identify them.

		<p>The recent email to a local school confirms our belief and now that a link has been established, we can have a plan of action in place.</p> <p>SNG have also explored the option of security being present at Vista and have two options:</p> <p>Option one Static Guard 19:00-07:00 Monday to Sunday £16.14 p/h Total £193.68 per night £1,355.76 per week Excluding VAT Double time charged for Bank Holidays</p> <p>Option Two Mobile visits Up to three visits per night ad hoc hours £15.42 per visit Excluding VAT Double time charged for Bank Holidays</p> <p>Feedback from residents that they wish for a stronger MED and for additional fobs to be available.</p> <p>Actions: SNG to fund a 2 week period of an agreed option and then for a further review and consultation with residents on the long term plan depending on the success. A revised quote has been requested to take into account the hours residents advised the ASB issues occur during.</p>
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4	Repairs and Maintenance	<ul style="list-style-type: none"> - Lifts – handrails and CCTV installed. - Out of Hours call outs – discussed feedback from residents on response times. - Repair Responsibility – SNG/Quintain – discussed each repair responsibility for SNG and Quintain. <p>Flat 1104 reported a leak from roof that has resulted in mould and damage within the flat. Flat 1205 also have same leak that occurs when it rains.</p> <p>Actions: Agreed to contact affected flats with updates from our repairs team. Repairs confirmed that a contractor attended and completed the job on 19th March under job ref: 590750/2. Advised to enquire with affected flats. One flat has reported that they are still affected by a leak. Quintain have been advised of the issue still occurring and asked to investigate and resolve as they are responsible for the roof maintenance.</p> <p>Action: We use an internal document called a Scheme Overview that our Customer Service and Repairs Teams have access to. Agreed for Thomas to ensure the Scheme Overview contains details on repair responsibility to ensure correct actions are taken when repairs are reported. This has been completed following a review of the Head Lease by Leasehold Team and</p>
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		Thomas has updated the Scheme Overview accordingly.
5	<p>AOB</p> <p>Residents requested information on the creation of a Residents Association</p>	<p>Previous information shared on YSWD: 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 https://www.networkhomes.org.uk/get-involved/resident-association/</p> <p>Action: 10 working days for upload of YSWD on to website.</p> <p>Action: Feedback for LH/SC team to attend future Residents meetings given to Leasehold Manager.</p> <p>Action: Request for information on the Management fee and what it covers. Below is information on what it covers taken from the SC/Rent Increase letters to residents:</p>

		<p>Management fee</p> <p>This charge covers the Landlords cost of managing the services provided to your scheme. It also covers the cost of responding to queries, calculating and producing charges, collecting the income and business overheads. Please note your fee is now calculated in accordance with the number of services you receive and therefore may vary from year to year</p> <p>Action: Request for details on when Window Cleaning is due. Requested dates from Quintain and will provide once received.</p>
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