

## The Exchange- Partnership Board

**Date:** 30th January 2022

**Time:** 17:00-18:30

The Buddhist Centre, Spa Road

**Attendees:**

The Exchange Residents			Notting Hill Genesis		
Name	Initials	Role	Name	Initials	Role
Stephen Hogan	SH	Resident (Ockham)	Sarah Pearce	SP	Corporate Projects Director
Kunal Govindia	KG	Resident (Hepburn) & Chair of the TRA	Richard Maguire	RM	Head of Client Delivery and New Build
Marta Ostrykiewicz	MO	Resident (Ockham)			
Christian Harris	CH	Resident (Whitmore)			
Independent parties			Apologies		
Emily Hickson	EH	Chair for this meeting Local councillor	Andy Allcock	AA	Assistant Director of Home Ownership (NHG)

**Existing actions**

Ref	Accountable person	Detail	Deadline
1. Actions from previous meeting			
1.1		Action 4 - Formalise TRA  The TRA have not yet submitted the documents required to formalise the resident association and will not be able to by 8/2 as requested. This will be discussed at the next TRA meeting. NHG confirmed that the process is the same for all TRAs.  <b>Actions:</b> SP to confirm when the 6 month deadline for submitting TRA document expires. KG to provide estimate of when required documents will be submitted	08/02/23  17/02/23
1.2	AA	Action 19 - Update on communal door magnets  <b>Action:</b> AA was unable to attend the meeting due to sickness so will provide an update on magnetic doors and any works that can be done to improve their appearances in advance of the next PB	17/02/23
1.3	RM RM RM	Action 20 - NHG to provide updated repairs data included overview of complaints older than 3 months  Updated repairs data was provided. PB requested a greater understanding of trends for difficult to close out repairs. KG queried a repair that had been raised but not completed and was no longer showing on system. Please note that leaseholder individual repairs are excluded from this data as these can't be raised in Workwise  <b>Actions:</b> Updated repairs data to be provided at next PB NHG to provide raw data covering repairs older than 3 months RM to provide KG update on queried repair	14/03/23 14/03/23 14/03/23

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1.4	EH	<p>Action 22 - Suggestions for independent members-</p> <p>EH reached out to two residents at Leathermarket JMB who have relevant experience and could bring added value to the PB. They have declined the request but suggested two other residents who might be suitable.</p> <p><b>Actions:</b> EH to draft a short description of the role of an independent member</p>	14/03/23
1.5	RM/SP	<p>Action 25 – HIU servicing programme</p> <p>SH outlined concerns that while the HIUs have an expected 10-15 year lifespan, they are failing before this and believes this is largely due to issues with water treatment and maintenance by NHG, evidenced through strainer cleans showing debris in the network, and that it was unfair to service charge costs for HIU replacements. The PB queried whether Orka would provide a view on this.</p> <p>The PB asked if the HIU costs were to be service charged, how the costs would be apportioned i.e. across the estate, blocks or individuals.</p> <p>RM/SP outlined NHG’s position, that the failure of the HIU’s was not far from the tolerance of their expected 10-15 year lifespan. RM/SP confirmed NHG will respond to the question of charging following a review of the maintenance records and additional advice from Fairheat.</p> <p>CH queried whether another 3<sup>rd</sup> party could review the reasons for HIU failure, SP advised that NHG believe that Fairheat were best placed to provide any advice, and that Orka will not provide a view on any maintenance contractors prior to their appointment.</p> <p><b>Action:</b> NHG to provide a response to the request for NHG to cover costs of HIU replacement, to clarify whether all HIUs would be replaced or just those which were not functioning correctly and how the costs would be apportioned if service charged</p>	14/03/23
1.6	SH/SP RM/SP	<p>Plant Repair/Replacement Works</p> <p>SP confirmed works have been completed. The PB asked whether Fairheat have reviewed and inspected the works. SH flagged that there had been a number of outages over the past 3 months.</p> <p><b>Actions:</b> SH to send through all dates since 1/11/22 where there were heating and HW outages and SP to confirm reasons for specific outages NHG to confirm Fairheat have inspected plant post works</p>	14/03/23 14/03/23
<b>2. New Agenda Items</b>			
2.1		<p>Planned Survey</p> <p>NHG confirmed the dates for the planned survey - 20<sup>th</sup> and 21<sup>st</sup> February. NHG and PB agreed that two resident representatives attending one of the two days (focussing on communal issues) would be appropriate and that the PB would provide a steer on areas of concern they would like the Survey to focus on. PB confirmed their preference was to attend.</p> <p>NHG confirmed that the survey is undertaken by a third party.</p>	

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	PB	<b>Actions:</b> PB to confirm areas they would like to be covered during the planned surveys	10/2/23
	PB	PB to confirm attendees to join the Survey on 20 <sup>th</sup> February	10/2/23
2.2		Feedback on resident meeting 23/1/22  SH felt that the format of the meeting wasn't conducive to giving residents a platform to air questions or concerns effectively. SH also felt that the meeting should have covered historic reasons for the heating and hot water failures and acknowledged the impact this has had on residents. RM responded that though the purpose of the meeting was to provide a clear factual update as to what works were being undertaken to improve the system and the impact these works will have, more emphasis could have been placed on the challenges that the situation created for residents.	Note
2.3		Communication and PB expectations  SP queried how the PB are meeting the terms of the partnership agreement and what measures are being taken to engage with residents across the estate in addition to NHG sharing the meeting minutes and actions on the website. KG stated that the minutes published on the microsite should be the primary method of communication. CH felt that the PB should be proactively engaging residents. SH confirmed that this topic will be discussed at the next TRA meeting.	
	PB	<b>Actions:</b> PB to confirm how they will engage with residents across the estate	14/03/23
	PB	PB to confirm steps for bringing in a tenant representative	14/03/23
2.4		Priorities moving forward  CH stated that the landscaping works were a clear priority and that he was aware NHG had obtained a scope of works and a quote covering the costs. SH agreed and felt that this is a clear area the PB can work together on to deliver and show value	
	RM	<b>Action:</b> NHG to confirm estimated start date for landscaping works and to distribute the scope to the PB and wider residents	17/02/23
3. AOB			
3.1		KG raised concerns that a number of cars are continuing to park illegally across the site.	
	KG/RM	<b>Action:</b> KG to send through vehicle details for cars parking illegally to NHG, NHG to review against list provided by PCM and provide update at next PB	14/03/23
3.2		Scaffolding/Cladding Snags  SP confirmed that NHG had stated that these works were completed in the October newsletter but recognised that NHG had also promised follow up information about the removal of scaffolding (which has since happened), but had not provided further information. NHG confirmed that any outstanding snags should be raised directly with PMO or HO	Note
3.3		Date of Next Meeting 14/03/22	Note

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		Meetings were requested to move to Tuesdays and agreed this was convenient for all. If the Buddhist Centre could not accommodate this day, EH offered space at Tooley St	
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### Action Summary

Ref	Accountable Person	Detail	Deadline
Action 4	SP	SP to confirm when the 6 month deadline for submitting TRA document expires.	08/02/23
Action 4	PB	PB to provide estimate of when required documents will be submitted	17/02/23
Action 19	AA	AA to provide an update on magnetic doors and any works that can be done to improve their appearances at the next PB	17/02/23
Action 20	RM	Updated repairs data to be provided at next PB	14/03/23
Action 20	RM	NHG to provide raw data covering repairs older than 3 months	14/03/23
Action 20	RM	RM to provide KG update on queried repair	14/03/23
Action 22	EH	EH to draft a short document outlining what the PB are looking for in an independent member	14/03/23
Action 30	RM/SP	NHG to provide a response to the request for NHG to cover costs of HIU replacement, to clarify whether all HIUs would be replaced or just those which were not functioning correctly and how the costs would be apportioned if service charged	14/03/23
Action 31	SH/SP	SH to send through dates where there were heating and HW outages and SP to confirm reasons for specific outages	10/02/23
Action 32	RM/SP	NHG to confirm Fairheat have inspected plant post repair/replacement works	14/03/23
Action 33	PB	PB to confirm areas they would like to be covered during the planned surveys	10/02/23
Action 34	PB	PB to confirm attendees to join the survey 20/2/23	10/02/23
Action 35	PB	PB to confirm how they will engage with residents across the estate	14/03/23
Action 36	PB	PB to confirm steps for bringing in a tenant representative	14/03/23
Action 37	RM	NHG to confirm estimated start date for landscaping works and to distribute the scope to the PB and wider residents	17/02/23
Action 38	KG/RM	KG to send through vehicle details for cars parking illegally to NHG, NHG to provide update at next PB	14/03/23