

## The Exchange- Partnership Board

Date: 25<sup>th</sup> April 2023

Time: 17:00-18:30

Southwark Office, Tooley St

### 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
Christian Harris	CH	Resident (Whitmore)	Andrew Allcock	AA	Assistant Director of New Homes
			Wunmi Dosunmu	WD	Estate Operations Manager
<b>Independent parties</b>			<b>Apologies</b>		
Emily Hickson	EH	Chair for this meeting Local councillor	Marta Ostrykiewicz	MO	Resident (Ockham)

### Existing actions

Ref	Accountable person	Detail	Deadline
1. Update on existing actions			
4		<p><u>Formalise TRA</u></p> <p>The TRA have not yet submitted the documents required to formalise the resident association. The PB requested confirmation on the period they are required to provide bank statements for alongside information on the constitution of the PB.</p> <p>KG flagged that there was an ongoing conversation as to whether there is continued support for the PB from the TRA.</p> <p>The TRA is meeting in early May to discuss both of the above items.</p> <p><b>Actions:</b></p> <p>KG to confirm date of next TRA meeting</p> <p>RM to send through copy of current constitution, example constitution and confirm period that the TRA need to provide bank statements for.</p> <p>KG to provide date that the TRA will submit required documentation by</p> <p>KG to confirm whether there is still support for the PB from the TRA</p>	<p>5/5/23</p> <p>28/4/23</p> <p>22/5/23</p> <p>22/5/23</p>
18		<p><u>Following the cyclical survey present to the Partnership Board on scope of works and surveyor's opinion on if any works would be deemed above normal wear and tear for a scheme 8 years old</u></p> <p>AA provided summary of what costs are proposing to cover. RM flagged that NHG were working on a clearer summary of this approach which would be distributed shortly.</p>	

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		<p>SH requested that NHG include a contribution towards carpet costs due to the visible wear caused by the light coloured carpets that were originally installed. AA responded that this wasn't something that NHG were proposing contributing towards and that this position is not being reviewed in light of the cyclical report. AA flagged the importance of the PB having input into the new spec and colour of the replacement communal carpet.</p> <p>KG queried when damage to drains/water damage to buildings would be addressed. AA confirmed that any items that posed risk to further damage to the buildings would be picked up ahead of wider cyclical works.</p> <p><b>Actions:</b></p>	
	RM	Revised summary of NHG cyclical works offer to be circulated to the PB	28/4/23
	PB/AA	PB to be consulted on spec/colour of items replaced during cyclical works as appropriate	Ongoing
	WD	NHG to provide an overview of which works will be instructed prior to wider cyclical works	5/4/23
20		<p><u>NHG to provide updated repairs data including overview of complaints older than 3 months.</u></p> <p>RM provided an overview over the repairs data, the overall number of outstanding repairs have reduced since January but flagged that there are examples of completed repairs not being closed down on the system by NHG.</p> <p>KG raised queries over two live complaints, RM confirmed they were logged correctly and were included as part of the monthly stats.</p> <p><b>Actions:</b></p>	
	RM/WD	Updated repairs data to be provided in advance of every PB	Next PB
22		<p><u>Emily to approach any relevant contacts to join as independent members</u></p> <p>EH suggested that independent guests with specific expertise would add more value than a regular independent PB member. NHG and the PB both support this approach.</p> <p><b>Actions:</b></p>	
	EH	EH to invite guests with relevant expertise to future PB meetings where appropriate	Next PB
	ALL	NHG & PB members also to consider contacts with relevant expertise	
30		<p><u>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</u></p> <p>NHG provided overview of offer to cover 100% costs of any HIU that requires replacement up to the end of March 2024. PB confirmed that they were pleased with the offer but requested clarification on the bar for replacement and how this is measured. RM confirmed every HIU will have been serviced prior to 31<sup>st</sup> March, KG asked whether a further service could</p>	

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	WD	<p>be undertaken on all units towards the end of 23/24, SP confirmed this was not possible as HIU servicing is conducted once every two years. SH requested clarity on what was being done to ensure water quality was being maintained to a high level and what measures have been put in place to mitigate the impact hard water has on HIU durability.</p> <p><b>Actions:</b></p> <p>NHG to confirm what performance indicators would cause an HIU to be deemed in need of replacement.</p>	14/05/23
	WD	<p>NHG to confirm what work is being undertaken to ensure water quality remains at a high level and what measures are in place to mitigate the impact hard water has on HIU durability.</p>	14/05/23
31	SH/RM	<p><u>Heating/hot water outages</u></p> <p>List of heating/hot water outages between November 22 and January 23 is yet to be provided to NHG</p> <p><b>Actions:</b></p> <p>SH to send through all dates since 1/11/22 where there were heating and HW outages and RM to confirm reasons for specific outages</p>	10/5/23
35	KG	<p><u>PB to confirm how they will engage with residents across the estate</u></p> <p>KG flagged that the cyclical survey results will be a good opportunity for the PB to engage with the TRA and wider residents and will be able to provide a more concrete response following the next TRA meeting</p> <p><b>Actions:</b></p> <p>KG to provide update on how the PB will engage with wider residents across the estate following discussions at the next TRA meeting.</p>	22/5/23
36	WD	<p><u>PB to confirm steps for bringing in a tenant representative</u></p> <p>WD flagged that two rented residents had flagged an interest in joining the PB</p> <p><b>Actions:</b></p> <p>NHG to forward details of interested rented residents to PB</p>	5/5/23
37	WD	<p><u>NHG to confirm estimated start date for landscaping works and to distribute the scope to the PB and wider residents</u></p> <p>First two courtyards landscaping works have now been completed. PB provided positive feedback on the quality of the works and collaborative approach taken between NHG, residents and Just Ask.</p> <p><b>Actions:</b></p> <p>NHG to investigate whether other courtyards could be completed this year or will have to wait until 2024 due to planting seasons</p>	22/5/23

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	WD	NHG to propose storage solution for gardening equipment	22/5/23
	WD	Hepburn garden was noted as being in a poor condition. NHG to advise what works can be carried out now, for example broken benches, moss on pavement.	29/5/23
<b>2. New Agenda Items</b>			
39	WD	<p><u>CCTV/Lighting Proposal</u></p> <p>NHG committed to reviewing the lighting and CCTV provision across The Exchange outside of the cyclical survey.</p> <p>Actions:</p> <p>NHG to provide a plan with timescales for reviewing and suggesting amendments to the lighting and CCTV across the estate. Any suggested changes will be sent to the PB for comment.</p>	2/6/23
40	WD	<p><u>Parking control</u></p> <p>KG flagged that a number of cars across the estate were still parking illegally. WD gave an overview of the changes to parking enforcement laws and confirmed that vehicles are being ticketed with their owners being taken to court.</p> <p>Actions</p> <p>WD to provide Summary of changes to parking control laws and an update on specific cases raised by the PB</p>	28/04/23
41	RM	<p><u>Refuse Collection</u></p> <p>KG queried whether bins could be taken out by Just Ask prior to collection days to avoid damage done to bin stores during collections. RM confirmed that NHG can review the request but flagged there may be potential issues with smells during summer months and lack of adequate space to store the bins outside of the stores</p> <p>Actions:</p> <p>NHG to confirm if Just Ask can take bins out of bin stores prior to Council collection days</p>	18/5/23

#### Action Summary

Ref	Accountable Person	Detail	Deadline
Action 4	KG	KG to confirm date of next TRA meeting	5/5/23
	RM	RM to send through copy of current constitution, example constitution and confirm period that the TRA need to provide bank statements for.	28/4/23
	KG	KG to provide date that the TRA will submit required documentation by	22/5/23
	KG	KG to confirm whether there is still support for the PB from the TRA	22/5/23
Action 18	RM	Revised summary of NHG cyclical works offer to be circulated to the PB	28/4/23

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	PB/AA	PB to be consulted on spec/colour of items replaced during cyclical works as appropriate	Ongoing
	WD	NHG to provide an overview of which works will be instructed prior to wider cyclical works	5/4/23
Action 20	RM/WD	Updated repairs data to be provided in advance of every PB	Next PB
Action 22	EH	EH to invite guests with relevant expertise to future PB meetings where appropriate	Ongoing
Action 30	RM	NHG to confirm what performance indicators would cause an HIU to be deemed in need of replacement.  NHG to confirm what work is being undertaken to ensure water quality remains at a high level and what measures are in place to mitigate the impact hard water has on HIU durability.	14/05/23  14/05/23
Action 31	SH/RM	SH to send through all dates since 1/11/22 where there were heating and HW outages and RM to confirm reasons for specific outages	10/05/23
Action 35	KG	KG to provide update on how the PB will engage with wider residents across the estate following discussions at the next TRA meeting.	05/05/23
Action 36	WD	NHG to forward details of interested rented residents to PB	05/05/23
Action 37	WD	NHG to investigate whether other courtyards could be completed this year or will have to wait until 2024 due to planting seasons	22/5/23
	WD	NHG to propose storage offer for gardening equipment	22/5/23
	WD	Hepburn garden was noted as being in a poor condition. NHG to advise what works can be carried out now, for example broken benches, moss on pavement.	29/5/23
Action 39	WD	NHG to provide a plan with timescales for reviewing and suggesting amendments to the lighting and CCTV across the estate. Any suggested changes will be sent to the PB for comment.	2/6/23
Action 40	WD	WD to provide Summary of changes to parking control laws and update on specific cases flagged by the PB	05/05/23
Action 41	RM	NHG to confirm if Just Ask can take bins out of bin stores prior to Council collection days	18/5/23