

Housing management liaison meeting between Rydon and the TMO

16 February 2015

Present: Simon O'Connor, Christina Stephanou, Lynda Prentice (Rydon); Janice Jones, Siobhan Rumble (TMO), Claire Williams (TMO) **Apologies:** Nikki Donnelly (Rydon)

1	<p>Rydon programme for works in residents flats</p> <p>SO'C presented a spreadsheet showing internal works starting w/c 2 March 2015, and continuing to 11 August 2015. This list will be circulated to all weekly, and has a chart showing stages and also comments.</p> <p>Order is generally:</p> <ul style="list-style-type: none"> • Working from top down • Leaseholders, as elects may need checking prior to works and if lessees need to have remedial works this will give them time – CW reminded SOC to visit these soonest • Residents who may not give access, so legal proceedings can be initiated – to be kept an eye on. <p>Hoarders/insanitary/vulnerable can be fitted in, assuming they are given necessary attention – are put later in the programme to give JJ time to work with agencies.</p> <p>SOC said would try to start in straight forward flats, to get learning curve on how works will proceed.</p> <p>CS and LP starting visits to flats on Wednesday 18 Feb. Notice giving order of works received, and CS to send through letter sent to residents to JJ/CW. (Received post mtg – thanks).</p>	<p>SOC/CS/LP</p> <p>SOC/CS/LP</p> <p>CS</p>
2	<p>No Access (using Rydon colour coded spread sheet)</p> <p>111 Court case happened Friday 16 Jan. CS to get update, to advise if needs to be noted on risk register. Assume needs to be visited in pairs until more information known.</p> <p>134 Resident will give access when required, agreed to address nearer the time</p>	<p>ALL</p> <p>Note</p>
3	<p>Hoarders and insanitary</p> <p>JJ to chase up, based on Rydon's order of access.</p> <p>96 and 162 Both with Pall Mall agency for cleaning 154 JJ and CS still due to visit after the meeting 181 Resident back from Xmas break. JJ to get social services involved.</p>	<p>JJ</p> <p>JJ</p>
4	<p>Vulnerable</p> <p>MI had highlighted a number of vulnerable residents, but some of these residents may just need help moving furniture around etc. Many residents have medical or mental health needs, these are as MI's list.</p>	<p>note</p>
5	<p>Resident profiling - CS/SR to check all surveys received.</p>	<p>CS/SR</p>

6	<p>Surveys and new created bedrooms</p> <p>If residents have created new rooms this will be an issue in terms of the new heating layout. The TMO to visit and then will decide whether to formalise their arrangements, ie give them permission including the fact they need to dismantle partitions when leave the block – or ask them to remove.</p> <p>Tenanted properties—45, 115, 182 JJ visited 26 Jan. Letter out to residents for response by 20 Feb, or JJ/SR to follow up.</p> <p>L/hold properties – 105 (received TMO approval 2009), 195 (CW visited 28 Jan). CW to propose strategy to leasehold team/David Ward based on tenanted approach.</p>	<p>SR/JJ</p> <p>CW/SR</p>
7	<p>Respite flat at 3 Whitchurch</p> <p>Noisy works are about to happen to remove the old lift shaft and the top of the staircase, and installing cladding angles on the south elevation. On this basis we will keep this flat until end of Feb 15.</p> <p>The aim is to move the settee/fridge/chairs etc to flat 145 after the noisy work of fixing the frame and insulation is complete – end of Feb 2015. CW to notify Hash/TMO voids.</p>	<p>ALL</p>
8	<p>Resident communication</p> <ul style="list-style-type: none"> • End of week, Feb newsletter due to be delivered to all homes. • 29 January consultation on heating layout in flat 145-afternoon was highly successful – thank you. • CS/LP to ensure TMO get copies of all correspondence to residents. • CS has done letters to residents for survey showing what they agree to, ie heating pipe layout and mention of kitchen radiator. CS to circulate to JJ. 	<p>CS/LP</p> <p>CS</p>
9	<p>CCTV – All working, but concerns that the coverage is too great and the quality of images poor. TMO looking at servicing existing system and specifying exactly what is needed for the Rydon cameras within contract.</p>	<p>CW</p>
10	<p>Door entry system S&M have asked for a phone line for the fob reader, which needs to be in the Lanc West office. Originally IT suggested could unplug franking machine to use the fob reader, but this impractical. Chris Han ordered, and awaiting assignment/installation date.</p>	<p>CW</p>
11	<p>Drainage:</p> <p>PM had taken this up with RBKC; who seem now to be taking responsibility. Awaiting date for remedial works.</p>	<p>CW</p>
12	<p>LFB and Fire Service</p> <p>SOC to return info for Fire Risk Assessment to CW by next meeting.</p> <p>Smoke release panel: CW asked SOC to establish if existing phone line can be connected to the panel (rather than to autodialler to Tunstall which requires someone to push the button).</p>	<p>SOC</p> <p>SOC</p>

13	<p>Lift works and Fire Service</p> <p>The new flats being formed will need the lifts to be re-programmed to stop at newly created floors. This means that each lift will be out of use for approximately 17 days, with both lifts being run for a week in the middle of the 2 lifts being out of use. This work will start 9 April, with TMO setting up text messaging system for residents. TMO and Rydon to update the fire brigade.</p>	CW/SOC
14	<p>Communal lobby – duct panels</p> <p>Some of the duct panels were broken, and found to be various materials eg chipboard. Rydon’s fire strategy consultant had been on site and met Carl Stokes (TMO’s fire risk assessor) and agreed that these panels did not need to be fire resisting on the basis that the services were fire-stopped at floor and ceiling slab level and so there would be no fire spread within the ducts.</p> <p>SR to use Paul Steadman’s estate inspections to order replacement duct panels; as this is not part of the Rydon contract.</p>	SR
15	<p>OCS</p> <p>All to check they are still cleaning. SR noted that they are due to be cleaning out the lift tracks.</p>	All
16	<p>Post</p> <p>Lancaster West office has never had any post since August 2014. New postal address 1 Station Walk, W11 1AH. JJ had sent letter to herself first class but it never arrived.</p> <p>New addresses for flats due imminently – received post meeting 18/2. Residents will need individual letter from housing office, as well as mention in the newsletter.</p> <p>JJ to talk to local sorting office to find out what is going wrong. Rydon to put up post box on front of their banksmans cabin.</p>	SR CW JJ Rydon
17	<p>Complaints</p> <p>Resident complained that Rydon operatives had been using both lifts during school drop off times, and she had been unable to get her daughter to school on time. CW passed to Rydon for action.</p>	Note
18	<p>Resources: CS is on site 3 days a week, Mon- Wed generally. LP now on site full time.</p> <p>CW challenged CS and the new RLO to visit the nursery and do the Ivor Goodsite presentation - before Easter?</p>	CS
19	<p>AOB</p> <p>19.1 CCTV: Rydon marked yellow paint with Janice’s name to direct her safely to the cctv location.</p> <p>19.2 Air con to office: CW to organise through the in-house contracts team.</p> <p>19.3 Tank room blockwork wall: Rydon have noted it is live and needs knocking down and rebuilding. SOC to send thro short description so CW can order.</p>	CW SOC
20	<p>Date of next meeting: Friday 13 March, 9.30am at Lanc West office</p>	ALL