

**ESTATE MANAGEMENT BOARD  
LANCASTER WEST**

**Minutes of Meeting 2012**

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TITLE OF MEETING Lancaster West Board Meeting – Open Meeting

Date: Tuesday 15<sup>th</sup> May 2012

Venue: EMB Rooms

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**Present:**

- |                      |               |
|----------------------|---------------|
| 1. Robert Bryans     | EMB Chair     |
| 2. Dougal Steward    | EMB Secretary |
| 3. Peter Martindale  | Board Member  |
| 4. Virginia Sang     | Board Member  |
| 5. Hazel Burke       | Board Member  |
| 6. Edward Daffern    | Board Member  |
| 7. Beinazir Lasharie | Board Member  |
| 8. Teresa DeFreitas  | Board Member  |

**Officers in  
Attendance**

- |                          |                          |
|--------------------------|--------------------------|
| 9. Siobhan Rumble        | TMO                      |
| 10. Mark Anderson        | TMO                      |
| 11. Alasdair Manson      | TMO                      |
| 12. Rupa Bhola           | TMO                      |
| 13. Cllr Judith Blakeman | Board Members (Co-opted) |
| 14. Cllr Matthew Palmer  | Board Members (Co-opted) |
| 15. Cllr William Pascall | Board members (Co-opted) |

**Apologies:**

16. Ivis Wong                      Board Member

17. Bernard Shaw (BS) EMB Vice Chair

1.0    **Welcome and Apologies**

1.1    Introductions.

2.0    **Declaration of interest**

2.1    No interest to be declared.

3.0    **Minutes of the last meeting**

3.1    The minutes of the meeting held on the 17<sup>th</sup> of April 2012 were agreed by the board.

4.0    **Matters Arising**

4.1    SR stated that she will send the Handyman's Job Description out via the post, this was accepted by members.

4.2    SR confirmed point 7.8 that Keith Miles had been emailed with regards to the books however we have not had a response as yet.

4.3    SR confirmed point 7.9 had been checked and repairs raised by RR.

4.4    SR confirmed that 8.3 was left off this months agenda as the discussion with regards to the Grenfell Tower proposals too priority. To be picked up in a future meeting.

5.0    **Financial Report**

5.1    RB confirmed that the company broke even on the year that closed 31<sup>st</sup> of March 2012. Lancaster West was £800.00 over however the TMO covered this.

On RA side there was an under spend of 10.5k, this has been added to EMB reserves. The reserves now stand at 101k and this is a positive note to end the year on.

Looking forward to the year 2012/13 RB brought with her budgeted figures for this year, they are similar to last year with inflation added. RB asked for questions, there were no questions raised members then thanked RB for bringing a clear report.

## 6.0 **TMO Update**

6.1 **Repairs and Gas Safety**: SR briefed the Board about the repairs and maintenance contractor, following the notice of contract termination received by Morrison in February, performance in the final two months of 2011-12 was better than anticipated. Gas Compliance is at 99.8% under the target of 100%. There are 16 properties without a landlord's gas safety certificate; this is an increase of 3 properties since the last report.

**Customer Service Centre**: SR informed the board that the final quarter was challenging due to the increased call volumes linked to both adverse weather conditions and mechanical breakdowns in both January and February.

6.3 **Empty properties and relets**: SR informed the Board that the number of properties standing empty in Lancaster West has remained steady since the peak of seven in July 2011. Overall performance of management of empty properties has improved in 2011-12.

6.4 **Rent Collection and Arrears**: SR informed the board that the rent collection rate for Lancaster West ended March 2012 at 99.61%, this was down on 99.64% in February. SR stated that from the 7 patches 4 are collecting over 100% (one being Deon from LW) the other 3 are struggling a bit. To date as a collective team (TMO and LW) we have collected £94k via the Paris browser that's an increase of just under £8.5k from last month.

6.5 **Grounds Maintenance and Cleaning**: SR informed the board that the percentages of grounds maintenance inspections which fall across the TMO have been within target for well over a year. Lancaster West meet on a quarterly basis with EMB board members and the contractors to discuss ground maintenance and cleaning issues.

6.6 **Anti-Social Behaviour**: SR informed the board that Lancaster West remain proactive when dealing with ASB issues. On 24<sup>th</sup> of April 2012 SR met with the police and the manager of the children's home, issues discussed where plain clothes officers patrolling the estate, PCSO's requested to be more visible, the home wanted it to be made known that they have an open door policy and encourage residents to call both the police and the home with any concerns.,

6.7 **Complaints:** SR informed the board that complaints answered within target did not reach the target of 90% for the year (an increase from a target of 80% the previous year) however following a poor start to the year performance picked up the latter part of the year.

## 7.0 **Treasury Report**

## 8.0 **Grenfell Tower Proposal**

8.1 Discussion by RBKC Cabinet, 6.9 Million agreed to be given to the Tower. ED raised the issue of this not just being the Tower but what about the rest of the estate? MA stated that he agrees that investment is need for the whole of the Lancaster West estate however we do not have all the funds available to do this now. RB wanted confirmation that the 6.9 million is an extra and not just capital works.

MA confirmed this is a one off injection of cash on top of the capital works budget. The money is to supply cladding, new windows, own heating system and to re model other areas of the base of the tower. Also looking at Improved lighting, security and security around the base of the Tower. MA confirmed that we would also be looking at improving the reception and improving the security around the reception area.

MA confirmed that 2 meetings had taken place to agree on a steer as how we should engage. MA agreed with the Chair RB that an open meeting will take place on 29<sup>th</sup> May 2012 and stressed that this is the start of the process.

MA confirmed that we need to submit plans by July however if issues raised that need looking into and the plans get pushed back then that's what will happen. MA wants to make sure that residents are fully consulted.

ED asked if studio E have experience with tower blocks and if not why are we using them? ED stated that the resident forum said they do not want the tower block to look like the academy. RB stated that we still have the right to say what we like and don't like

MA confirmed he and Bruce are not involved with KALC. PM stated that we must be mindful of ventilation, he is not in favour of own boilers due to carbon monoxide, suggested electrical boilers instead of gas, MA said we would be looking at it as part of the detail.

DS asked about the joining of the heating system with the academy, MA confirmed this was looked at but it did not stack up technologically or financially for residents. For it to work we were asked not to do anything to the building for at least 10 years. Cllr JB stated that she had read the report and if she were a resident she would not want to go down that road.

MA stated that this is an overview and that we are looking for the boards views and their views will be taken on board.

Bruce confirmed there is a team behind him; in time they will attend and discuss views on the flues etc. The academy and Tower are separate projects and will be treated as such. Bruce then talked through the model.

Bruce confirmed there is no damage to the tower so will hold the cladding well, the cladding will give lots of insulation and heating loads will reduce.

ED stated that they do not want double glazing they want sound proof glass, DS suggested triple glazing, Bruce stated that it is worth considering however double glazing by nature is sound proofing.

MA said the glazing is clearly an issue so we will look at it. Cllr JB asked if the trade off would be sufficient to put more money into the windows and less on heating?

MA talked about SAPS ..... says windows do not add too much to the SAP rating however not sure if the trade off would be much however will look into it.

RB asked the board if we should have a 'Grenfell Committee' DS said its a good idea and other members agreed. RB confirmed EMB will discuss and put names forward to be on the committee and this committee will just concentrate on the tower.

ED asked if Bruce could look at how the improvements will eventually tie in with the finger blocks.

MA stated that there are some headline issues to share. RBKC want the Tower improved along with thermal efficiency and residential units. MA stated that the boxing club can not get the grants in the current location and if we can re locate the boxing club we could have better facilities for the nursery on the ground floor.

MA pointed out that on the model shown by Bruce there was no ramp, residents don't like it, however if taken away they want something else. Looking at the ramp we will need to provide a new staircase in the corner of the tower and a lift. Some members were in favour of the ramp however others felt it needs to go.

Members have asked for a model of what it would look like without the ramp, Bruce confirmed so far all they have is the model for the tower.

PM stated that there was an article that the money was coming from regeneration, MA and AM explained that this is part and the rest of the money is coming from the sale of the basement areas and Elm Park Gardens

MA explained that cyclical decorations in the finger blocks was due to be done this year however it was decided that as the kitchens and bathrooms programme was to be finished first. Once the programme has finished then the cyclical decorations will be programmed in.

RB stated that this is the beginning and that things can be altered and that he also has concerns about ventilation regarding the boilers in the Towers.

9.0 **Any Other Business**

9.1 CR requested funds from EMB for the Jubilee Party on 7<sup>th</sup> July. RB stated we will discuss at next meeting

9.2 RB the Chair welcomed Teresa DeFreitas to the board.

9.5 VS asked about a letter sent to residents in Hurstway about lighting being done? SR asked VS to drop the letter in so that it could be investigated.

9.6 RB confirmed that talks are now taking place with regards to the MMA. The schedules need modifying, it is work in progress, and once it has been formatted it can be shared.

11.0 **Date of next meeting:** Tuesday 19<sup>th</sup> June 2012

Agreed a correct record on .....

Chair of the Board.....  
The Lancaster West Management Association