

You Said... We Did

Sheldon Square Residents' Meeting

6 September 2021

Next meeting: 9 November 2021

No.	You said...	...We did
1	<p>Leak: <i>Has the source of the leak been located? It was suggested it could be from the commercial units or the private residents. It was pointed out there have been several leaks and it was queried how we could be sure these leaks came from flats in block 7. There was a serious leak causing mould in a flat in block 27 but it is believed to be from block 11...</i></p>	<p>Investigation in progress. Update will be provided at residents meeting 9 November.</p>
2	<p>Cyclical Works: There has been no painting in block 27 as had been planned and the Handyman that was</p>	<p>...FirstPort confirmed the permanent handyman has left and there has been temp cover since 30th July. The skill sets of the temp covers that had been supplied did</p>

	<p>taken on is no longer on site. There is now a temporary one.</p> <p>The original schedule advertised by FirstPort – painting in block 7 was to start week commencing 21 June and in block 27 week commencing 9 July.</p>	<p>not meet the requirements of carrying out the remainder of the painting and we are therefore looking at alternative solutions to undertake this work in a cost effective way. We have also suspended the handyman role and divided the tasks between the cleaners and the concierge...</p>
<p>3</p>	<p>Service Charges: Can these be looked into – some issues have been outstanding prior to 2019. There is no documentation to evidence works FirstPort have carried out.</p> <p>Can we have a list of works so residents can monitor going forward whether they have been done or not. The lift was given as an example.</p> <p>FirstPort spent £125k on fire safety upgrades which included blocks 7 and 27. It is not clear who post inspected these works given the</p>	<p>... Cyclical works will be easier and day to day works less so but it is a good idea and this will be raised with the Managing Agents team at Network Homes, Those repairs which are funded by residents should be post inspected.</p>

	<p>issues found when residents looked into this themselves. e.g. a fire safety mechanism was not properly fitted.</p>	
<p>4</p>	<p>Repairs & Fire Safety: The mould found in communal areas was painted over and not properly treated...</p> <p>FirstPort advised that a full inspection had been completed but residents still found repairs issues...</p> <p>Resident stated they hadn't received a copy of the fire safety report. Would like to know what's in it and wonders if there is something, they aren't being allowed to see...</p> <p>A Freedom of Information request has been sent to Network Homes...</p>	<p>... FirstPort state confirm there are no further issues in the riser cupboards...</p> <p>...An inspection was carried by the LFB at residents request ...</p> <p>...The notice(s) have been served on the freeholder. It is expected that the LFB was just following protocol or processes set out in law...</p> <p>...Key points of the report were fed back to the meeting. It was explained that if the LFB are not satisfied with action taken by FirstPort they will make that clear...</p>

	<p>Why was the air vent system checked in March. Does it work now?</p>	<p>...The fire panel has been repaired. The LFB would have checked...</p>
5	<p>Service Charge: Residents were not consulted on the use of Waking Watch...</p> <p>How much of the £125K will residents of blocks 27 and 7 have to pay?</p> <p>What is the Reserve Fund and what plans are there for it?</p> <p>How much have shared owners and residents of blocks 7 and 27 been charged for the Waking Watch?</p>	<p>...Network Homes were not aware the Watch was being introduced. The managing Agent team will be asked look out for any invoices for this...</p> <p>...Post inspection of works is a useful way to check quality of works and costs...</p> <p>...There is a percentage of each block or estate residents will pay but will check if items which haven't been delivered are being charged...</p> <p>...FirstPort could have explained this had they been present. There is likely to be a national process...</p> <p>...To be looked into and reported back...</p>
6	<p>Fire Safety</p>	

	<p>Will the report LFB report be published on the Network Homes website on the fire safety section so residents can see if there are any issues relating to them?</p> <p>Notting Hill is not changing theirs so how is that safe? Closer working would reduce cost to leaseholders and residents.</p> <p>Residents were not satisfied with the consultation process. Did not feel they were properly consulted.</p> <p>Not all issues raised in the fire risk assessment have been addressed e.g. vulnerable residents in the building. The wrong information is still up on the website.</p> <p>The Waking Watch was removed but the alarm</p>	<p>...Network Homes to look at the deficiencies listed in the Notice(s) and decide if it is appropriate to publish or not...</p> <p>...Each stakeholder / landlord has their own apportionment of the overall cost...</p> <p>...They need to make a business decision and will go through section 20 consultation if there is more than £250 in value. Points made about the consultation process will be fed back...</p> <p>...The LFB would have taken this into account and would have to be satisfied with the fire risk assessment commissioned by FirstPort...</p> <p>...Will look into whether or not this service was authorised or not</p>
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<p>system as not repaired at the time. Residents were paid for a Waking Watch for 4 – 5 days that was not necessary.</p> <p>FirstPort were not previously maintaining the fire systems.</p> <p>Residents felt frustrated that they have been raising the same concerns for the past 6 years. They do not feel FirstPort have been transparent...</p> <p>Someone should be checking what FirstPort are saying. No resident should have to call in the LFB independently...</p> <p>The main communal door to block 27 is being replaced. Why is Network Homes not working with Notting Hill to reduce the cost?</p> <p>A number of flats in block 27 need new fire doors or are to have fire</p>	<p>given Network Homes was not aware and have stated that it should not have been in place...</p> <p>...Managing Agents should perhaps be encouraged to inform Network Homes when doing works and to evidence what they have done so their performance can be monitored going forward.</p> <p>...They have to justify the costs to their residents...</p>
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	<p>bars fitted. This shows they were never fitted properly. Internal flat doors are the same. Feel that for 10 years prior to 2019 fire safety works were not completed.</p> <p>Why have surveyors not visited individual flats since the early years? Gaps in the flat doors have got bigger.</p>	<p>... This will be fed back. It is likely in the first 1 – 2 years checks were made in defects liability period and then handed responsibility to the landlord to build into their stock condition survey.</p>
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