



## YOU SAID/WE DID

### HOUBLON ESTATE RESIDENTS MEETING 27 MARCH 2023

Number of residents in attendance: 8

ANDY ROBERTSON -NEIGHBOURHOOD OFFICER  
PAULA POWELL – NEIGHBOURHOOD TEAM LEADER  
LAVINIA ROGERS – ESTATE SERVICES MANAGER

DOMINIC CLARKE – SECTION 20 CONSULTATION PROJECT MANAGER

STEVEN FULLER – SENIOR LEASEHOLD PROPERTY MANAGER

NATALIE WAKE – PINNACLE

Item	You Said...	We Did...	Owner
01	<p><b>01 Balcony works</b></p> <p><b>Building Safety</b></p> <p>Overview – Dominic</p> <p>Works started on 25 January 2023. Slight delay to a couple of units due to limited access / non access. J D Wood (JDW) have advised that the works should be completed by the end of this week, Friday, 31 March. Except for the few units where there is no access. JDW have advised that all works should be completed by 7 April. This is the anticipated date for the completion of balcony works but does not include making good. Further discussions to be had with JDW on work programme.</p> <p>JDW have sent a list to NH regarding properties they could</p>		Dominic

	<p>not get into. NH have contacted residents advising them to contact JDW directly.</p> <p>Alison – Gaps between balcony flooring – Alison to contact Dominic via email via and send pictures.</p> <p>Andrew M – JDW propping fire doors open and not cleaning up after works. Dominic to discuss with JDW.</p>		
<b>02</b>	<p><b>02 Leasehold Issues Leasehold Team</b></p> <p>Alison – A couple of points for note. I am having a telephone call with Nicoy. I will have a discussion with Nicoy about the service charge disputes that are still ongoing. We still have not received any invoices since 2016.</p>		Steven
<b>03</b>	<p><b>03 Neighbourhood Issues Neighbourhood Team</b></p> <p>Alison – We are still having defecation in the alleyway areas which has not been clean up. Andy to approach Tower Hamlets Council (THC) requesting an inspection of the area.</p> <p>Andrew M – Can we send THC photos of the mess so that they can action. Also fire escape doors people congregation out in the back service area. Bin room – Bulk refuse / furniture is still being dumped within the bin area.</p> <p>Action – NH to write to all residents regarding the disposal of bulk items / furniture.</p> <p>Pinnacle – Will provide photos of addresses on boxes left in</p>		Andy

	the bin area as a fly tip concern.		
<b>04</b>	<p><b>04 Communal day to day repairs Repairs Team</b>  Abdul/ Andrew M / Alison – Lift keeps breaking down we have not received any update on the investigation (last year). Report has not been provided to residents. A complaint has been raised regarding the constant breaking down of the lift.  Action – Andy to provide residents with the lift inspection report and status of the remote monitoring of the lift via electrical contracts team.  Khalisur – Repair doorbell – Responsibility of resident. Resident must organise repair themselves.  Alison – Windows have not been cleaned for 18 months. Can you advise on when my windows will be cleaned.  Action: Andy to speak to JDW.  Andrew M – No notification of window cleaning, schedule should be produced confirm which elevation will be cleaned and when.  Action: Andy to speak with JDW. NH to provide a schedule notice of window cleaning programme.  Andrew M Inner doors – Are defective.  Action: The inner doors are the responsibility of JDW. Repairs required to the doors have been referred to the electrical contracts team. NH</p>		Andy / Lavinia

	<p>to provide an update regarding this matter.</p> <p>Andrew M – Suggestion – Replace the maglocks and place a smaller handle on the inner doors.</p> <p>Abdul / Andrew M – Window handle – Repaired however , large hole remain within frame, air coming into property.</p> <p>Flat 811 – Same issue with window handle.</p> <p>Flat 901 – Damage to balcony window (Chad ) calling on behalf of resident father, name (Prem)</p> <p>Action: Lavinia will consult with repairs team to conduct / investigate the repairs mention.</p> <p>Khalisur– Bathroom – heated towel rail – Not working properly</p> <p>Pinnacle – Seventh floor no communal electricity via the sockets. Unable to Hoover the communal areas.</p> <p>Action: Andy will follow this matter up with repairs team / Pinnacle.</p>		
<b>05</b>	<p><b>05 Communal cleaning Estate Services</b></p> <p>Andrew M – Rubber mat at the entrance door. Should be taken out and cleaned.</p> <p>Action: Lavinia - mat to be replaced 31 March 2023. 37.47 paused.</p> <p>Andrew M – Communal carpets have not been cleaned for several years.</p> <p>Lavinia – Deep clean scheduled for July 2023.</p> <p>Pinnacle – Last deep clean September 2022.</p>		Lavinia

	<p>Andrew M / Alison– Contesting the last/standard of cleaning of the communal carpets. We do respect the cleaner and appreciate the services he is providing at Houblon Apartments.</p> <p>Andrew M - Graffiti / drawings – On walls and within lifts</p> <p>Action: Lavinia will discuss with Pinnacle regarding clean of communal carpets. Andy to contact residents regarding graffiti.</p>		
<b>06</b>	<p><b>06 A.O.B Balance</b></p> <p>Andrew M – Key fobs – Thank you for installation of key fobs.</p> <p>Heating and hot water – Clarification of reporting heating and hot water loss to JDW. Out of hours team need to have the information – Contact details of JDW responsible for loss of heating and hot water to be provided to CSC and residents.</p>		Andy

Date of next meeting: October 2023