

## ***You Said... We Did...***

Quayside House Residents' Meeting  
Wednesday 06 December 2023

*We have recorded the transcript for this meeting, which we can send on request.*

Next meeting: *Due to be scheduled for 2024.*

<b>No.</b>	<b>You said...</b>	<b>...We did</b>
1	<p><b>Security</b></p> <ol style="list-style-type: none"> <li>1. <i>You're not happy with the continued lack of presence and visibility from our security team.</i></li> <li>2. <i>Security did not move youths on who were loitering in the car park, and on the podium following the stabbing incident in the area, in October.</i></li> <li>3. <i>The CCTV blind spots across Quayside House are of concern – some cameras should be repositioned to address this.</i></li> <li>4. <i>You do not feel safe around the communal areas of Quayside House.</i></li> </ol>	<ol style="list-style-type: none"> <li>1. We explained that adding another security guard to the evening roster would increase the visibility of security at a cost to residents. We discussed this internally and are not considering this as an option at this time.</li> <li>2. Josh from United Guarding spoke with the security guard on duty during the period established in the meeting.  The guard explained he first received a report about the stabbing 2-days after the incident. He was asked if he knew that 2 youths were hanging around on podium 1. Security advised the resident that he had seen the youths on CCTV, and they were friends of a Quayside House, household member. He stated that the resident who raised the query was ok with his response.  The guard added that he sees the youths on his patrol sometimes, sitting with the household member, and not causing any problems. He made clear that if they became a problem, he would challenge them.</li> <li>3. Our M&amp;E (Mechanical &amp; Electrical) Team have scheduled contractors to attend site and work with the security team to reposition cameras for optimal coverage.</li> </ol>

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		<p>4. Empower residents to utilise all United Guarding security and police information details, as below:</p> <p>i) Onsite security provided by United Guarding remain present from:</p> <ul style="list-style-type: none"> <li>• 7am-9pm Monday to Friday, including Bank Holidays.</li> <li>• 8am-5:30pm on weekends.</li> </ul> <p>Their numbers are:</p> <ul style="list-style-type: none"> <li>• 07741 74 958.</li> <li>• 020 8969 8516.</li> </ul> <p>ii) Find details for Golborne Ward, Police Safer Neighbourhood Team via this link: <a href="#">Golborne   Your area   Metropolitan Police   Metropolitan Police</a>.</p> <p>In an emergency, always call the police on 999, and in a non-emergency call 101.</p>
2	<p><b>Planned Maintenance</b></p> <p><i>You're very unhappy that a representative from the Planned Maintenance Team did not attend the meeting, despite being invited.</i></p>	<p>We reported this concern to Patrick Flynn, Director of Compliance and Planned Work, and Kurtis Lee, Head of Technical Services.</p> <p>Patrick held a Planned Work Residents Meeting on the 31 January.</p>
3	<p><b>Cleaning</b></p> <p><i>The cleaner we have is absolutely, amazing. They're doing the job we've been complaining about for so long. They're very approachable. If we ask them to clean somewhere, they will. Dramatic improvements have been seen.</i></p>	<p>We confirmed:</p> <ul style="list-style-type: none"> <li>• Our new cleaner has been in post for 5-months.</li> <li>• We too can see the improvements.</li> <li>• Communication between security and the cleaning team has improved, which has allowed Pinnacle to deal with issues straight away.</li> <li>• Complaints from residents has significantly decreased.</li> <li>• Pinnacle's contract manger visits often.</li> <li>• Pinnacle's supervisor visits when necessary to help the x2 cleaners on site.</li> </ul>

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		Pinnacle continue to do the best the can to ensure residents receive the service they're paying for.
4	<p><b>Communal Repairs</b></p> <p>1. <i>You're extremely dissatisfied with the numerous, ongoing communal repairs, which include:</i></p> <ul style="list-style-type: none"> <li>• <i>Block, street, and podium doors.</i></li> <li>• <i>Lights.</i></li> <li>• <i>Lifts.</i></li> </ul> <p>2. <i>You want a weekly list of communal repair WIPs (work in progress) updates to be posted to all noticeboards.</i></p>	<p>1. We escalated the matter to Phillip Mears, Investigations Manager, who attends both the weekly M&amp;E and High-Profile Estate Meeting.</p> <p>The list of communal repairs was collated by:</p> <ul style="list-style-type: none"> <li>• Security.</li> <li>• Erika, Neighbourhood Services.</li> <li>• Dinah, Estates Services.</li> </ul> <p>And given to Phillip to present in both meetings and provide weekly updates to in accordance with that list.</p> <p>This matter was also added to the weekly Neighbourhood Services High Profile meeting, for the updates to be tracked.</p> <p>Erika arranged an internal cross departmental catch-up meeting, which followed the Planned Work Residents Meeting, and was attended by our Director of Repairs and Estate Services, and our Repairs and Contracts Manager.</p> <p>Our Director of Repairs and Estate Services, Repairs and Contracts Manager, M&amp;E Project Manager, and Investigations Manager are all invited to attend all Quayside House Residents' Meetings throughout 2024.</p> <p>2. Discussed this internally and confirmed that such a task is not feasible. We cannot support this with the system we have in place.</p> <p>Residents have the tools to acquire such information directly from our website, and from Customer Services on 0300 373 3000, or email: <a href="mailto:customerservice@networkhomes.org.uk">customerservice@networkhomes.org.uk</a>.</p>

No.	You said...	...We did
		On our website: Access <a href="#">SNG's Digital Assistant</a> here. Access <a href="#">Help is only a click away</a> here.

Staff Contact Details:	
<b>Neighbourhood Officer:</b>  <b>Name:</b> Erika Davidson <b>Telephone:</b> 0300 373 3000 <b>Email:</b> <a href="mailto:erika.davidson@sng.org.uk">erika.davidson@sng.org.uk</a>	<b>Leasehold Services:</b>  <b>Telephone:</b> 0300 373 3000 <b>Email:</b> <a href="mailto:leasehold.services@sng.org.uk">leasehold.services@sng.org.uk</a>
<b>Sovereign Network Group:</b>  <b>Name:</b> Customer Service <b>Telephone:</b> 0300 373 3000 <b>Email:</b> <a href="mailto:customer.service@networkhomes.org.uk">customer.service@networkhomes.org.uk</a> <b>Website:</b> <a href="http://www.networkhomes.org.uk">www.networkhomes.org.uk</a>  Contact Customer Service for planned work enquiries.	