

You Said... We Did...

Quayside House Residents' Meeting

Wednesday 28 February 2024

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

Next meeting: 24 April 2024

No.	You said...	...We did
1	<p>Security & ASB</p> <ol style="list-style-type: none"> 1. <i>You're not happy with the continued lack of presence and visibility from our security team.</i> 2. <i>You do not feel safe around Quayside House.</i> 3. <i>You're frustrated with raising the same point each meeting, without any apparent improvements made.</i> 	<ol style="list-style-type: none"> 1. The team have been instructed to carry out 4 patrols each, per shift, so there will be 8 in total to increase visibility. 2. The Concierge team on site are there to deter anti-social behaviour (ASB), but they are not expected to chase or apprehend (physically stop) perpetrators. Such action will be referred to the police. 3. The service has been continually adapted following feedback from residents and there have been improvements, e.g., less dumped rubbish, less ASB comparative to similar sites in the area and improved reporting procedures for repairs, cleaning, and other communal matters. 4. Residents must continue to utilise all United Guarding security and police information details, as below: <ul style="list-style-type: none"> i) Onsite security provided by United Guarding remain present from: <ul style="list-style-type: none"> • 7am-9pm Monday to Friday, including Bank Holidays. • 8am-5:30pm on weekends. <p>United Guarding contact numbers are:</p> <ul style="list-style-type: none"> • 07741 74 958. • 020 8969 8516.

		<p>ii) Find details for Golborne Ward, Police Safer Neighbourhood Team via this link: Golborne Your area Metropolitan Police Metropolitan Police.</p> <p>In an emergency, always call the police on 999, and in a non-emergency call 101.</p>
2	<p>Cleaning Updates</p> <ol style="list-style-type: none"> <i>Couriers have been seen urinating in communal areas.</i> <i>Cleaning of the car park needs to be addressed.</i> <i>The standard of cleaning remains very good.</i> 	<ol style="list-style-type: none"> The cleaning team will conduct regular monitoring every morning and throughout the day to detect any potential urination in communal areas. We suspect this unacceptable behaviour was committed by a courier. They will also be instructed to conduct daily spot checks and weekly sweeps in these areas. Praise and appreciation from residents has been relayed to the team, and they've been commended for their hard work.
3	<p>Communal Repairs</p> <ol style="list-style-type: none"> <i>You feel like Quayside House is being re-built whilst residents are still living there.</i> <i>The effects are having a significant impact on your wellbeing and mental health.</i> <i>The recent 24% service charge increase does not reflect the services being received. You want a separate meeting about this.</i> 	<ol style="list-style-type: none"> Our contractors are working through a weekly list of all communal and internal repairs, specifically for Quayside House, so the backlog can be managed efficiently. We are pleased to report that since producing this focussed list, we've seen a decrease in the list of jobs by nearly 40%. We'll continue to do this with our contractors MCP until the jobs that remain are within our 42-day completion target. Note this process is exclusive to Quayside House, in response to what residents have said in recent resident meetings. We appreciate the effect these ongoing repairs are having on you all as residents and will continue to push these repairs to be completed within the Service Level Agreement moving forward.

Staff Contact Details:	
<p>Neighbourhood Officer:</p> <p>Name: Erika Davidson Telephone: 0300 373 3000 Email: erika.davidson@sng.org.uk</p>	<p>Estates Services:</p> <p>Name: Lavina Rogers – Estates Services Manager Name: Dinah Agyenim-Boateng – Estates Officer Telephone: 0300 373 3000 Email: lavinia.rogers@sng.org.uk Email: dinah.agyenim-boateng@sng.org.uk</p>
<p>Sovereign Network Group:</p> <p>Name: Customer Service Telephone: 0300 373 3000 Website: Contact Sovereign Network Group Email: customer.service@networkhomes.org.uk</p> <p style="text-align: center;">Contact Customer Service for repairs and planned work enquiries.</p>	<p>Leasehold Specialist Services:</p> <p>Telephone: 0300 373 3000 Email: leasehold.services@sng.org.uk</p>