

You Said... We Did

Residents' Meeting – Vista Apartments – June 2024

Next meeting: 19th September 2024

No.	You said...	...We did
1	Cleaning	<p>Feedback from residents has been received regarding the lobby floor cleaning. Site meeting took place this morning with Pinnacle and some residents agreed following action plan:</p> <ul style="list-style-type: none"> • Deep clean to entrance / corridor flooring leading to lifts to take place tomorrow (area to be cordoned off , to prevent resident stepping on the floor whilst wet/ drying). • Team to clean lift flooring to try and remove paint. • Bin store jet wash to be completed tomorrow. • Make sure wet floor signs are used on all visits (1 to entrance, 1 to corner near lift area and one in front of lifts). • Make sure external intercom buttons are cleaned on each visit. • White door leading to bin store area, requires cleaning as is marked at the bottom. • Joao (Area Manager for Pinnacle) to ensure all mops used on site are adequately clean and are changed on a regular basis. Also to

		<p>make sure adequate clean water is used.</p> <ul style="list-style-type: none"> • Floor to be dried with a flat mop before cleaners leave site. <p>Feedback this morning from residents is that lift cleaning has seen an improvement since the change in cleaning team.</p> <p>ACTION: Envac room – requested Quintain to be accountable for the cleaning of this room. Update: Quintain are arranging cleaning of the envac room.</p>
2	Leaks from Roof	<p>We previously discussed the reports of leaks coming from the roof affecting some of the top few floors. The roof is the responsibility of Quintain to maintain. Latest update from Quintain that was received last night was that the works commenced on Tuesday and are expected to be completed yesterday. I am waiting on confirmation from Quintain today that all the remedial works have been completed and requested details of precisely what the works entailed. Further discussions to take place regarding the follow on repair works to individual properties and responsibility.</p> <p>Action: to look how to capture who has been affected. Comms to be arranged on how to deal with the remedial works and detail the process for the works.</p>

3	Repairs	<ul style="list-style-type: none"> - MED was previously repaired but has since returned. This is affecting the automation of the door. A joint visit between our day to day repair contractor and M&E repairs is being scheduled to complete repairs to both doors at same time to allow automation to be put back into service - Lobby Painting – Previously outstanding job and was completed but not to the standard expected. Further attendances completed and paint work is looking better. Some further areas highlighted and will report back to complaints/repairs on my feedback. Action: Confirmation that residents will/will not pay for the costs of the further works. - Internal Door – raised under job number 2637456/1. Door from bin room to lift lobby – alignment and structure of door.
4	ASB and Security	<p>We had a period of less/no incidents or not being reported to SNG which coincided with the repair to the MED lock. We have recently been receiving new reports and we will now push forward with the introduction of security personnel. This will be a 2 week period funded by SNG to have a static security officer based in the lobby. Feedback from residents to be collected on if they would like this</p>

		<p>service to continue as part of their service charge.</p> <p>ACTION: Stats on number of ASB identifications to be shared with residents.</p>
4	AOB	<p>Short term let letters – Currently two non residents on podium (reported during the meeting). Discuss with LH compliance and investigate reports of subletting.</p> <p>Action: To provide details from Leasehold Team on subletting Escalation process</p> <p>Action: Quintain to confirm dates of window cleaning. This is taking place within the next 8/9 days from Wednesday 3/7/24</p> <p>Action: Gym usage next door to Vista residents. How is the electricity bill calculated? Do Vista contribute towards it?</p> <p>Residents requested that they want clearer breakdowns from Service charge team. Particularly electricity costs.</p>

Neighbourhood Officer Contact details:

Name: Thomas Furnell



Telephone: 0300 373 3000

Email: customerservice@networkhomes.org.uk

Leasehold Services contact details:

Name: Anthony Collins

Telephone: 020 8782 5462

Email: leasehold.services@networkhomes.org.uk

Neighbourhood Team Leader Contact details:

Name: Sayeed Ali

Telephone: 0300 373 3000

Email: customerservice@networkhomes.org.uk