

You Said... We Did...

Quayside House Residents' Meeting

Wednesday 24 April 2024

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

No.	You said...	...We did
1	<p>Service Charge Queries</p> <ol style="list-style-type: none"> 1. <i>In February's meeting, you asked for a service charge representative to attend the resident meetings.</i> 2. <i>To have a separate service charge meeting for Leaseholders.</i> 	<p>Asked our Leasehold Specialists to respond to this request. They advised:</p> <ol style="list-style-type: none"> i. <i>"The team responsible for service delivery sets the budget (i.e., the anticipated charge) for each service, after which we compile and prepare an estimate for each scheme."</i> ii. A process for future resident meetings is in discussion now. <p>A proposal being considered, is:</p> <ol style="list-style-type: none"> a. for residents to submit their queries in advance, via the Leasehold Service Charge Enquiry Form. b. Queries will be investigated, and the responses collated ahead of each resident meeting. c. The form is also available on request to Leasehold Specialist Services; contact details are below The meeting Chair will share the updates. <p>2. Service Charge representatives have been invited to attend the next residents' meeting on 10 July 2024.</p>
1	<p>Planned Maintenance</p> <ol style="list-style-type: none"> 1. <i>Water ingress has affected my property internally. I'd like an update on this matter.</i> 	<p>Wayne McAllister, Senior Projects Manager (SNG)...</p> <ol style="list-style-type: none"> 1. Updated you on the paving slabs.

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		<ul style="list-style-type: none"> I. Work carried out by contractor TCL, started again in January and have been substantially completed now. II. A few slabs are to be repaired and replaced. This work should be completed within 3-weeks of this meeting. <p>2. Updated you on the benches</p> <ul style="list-style-type: none"> I. They will be reinstated in their original positions once the further planned work has been completed. <p>3. Updated you on the water ingress through the coping stones at both podium and roof level.</p> <ul style="list-style-type: none"> I. Coping stones are the large concrete brick detail seen at the top of the roofs. II. The function of the coping stone is to cover the external wall. III. Some defects to the coping stones have been observed such as, missing mortar (cement) between the stones, and a query about damp proofing works around the coping stones. IV. SNG have appointed chartered surveyor, Pelling's, who've surveyed the defects and have started to prepare a report to rectify these issues. V. Intrusive investigations will be carried out by a contractor, to be confirmed, before the Pelling's report is complete, to verify that the report reasonably captures the defects. VI. Scaffold will be put up outside block 35-44 for the intrusive investigation to be completed at roof level. VII. The specification of recommended work, and the cost

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		<p>estimate will be derived from the final Pelling’s report.</p> <p>VIII. SNG’s Executive Board will receive the final report, for their decision on how to proceed.</p> <p>IX. The report will include the history of the planned work to-date. The Executive Board will also decide if leaseholders will be recharged.</p> <p>X. Once the work has been approved, we’ll be able to provide a timeline for the work.</p> <p>XI. Contractors will be procured. The contractor who offers the greatest value for money will be appointed.</p> <p>XII. Meetings will be held with residents both in person and online, to discuss the specifics of the work, and to introduce the appointed contractor.</p> <p>XIII. We envisage the work will go around the complete perimeter of Quayside House.</p> <p>4. There are plans to upgrade the lift and door entry system.</p> <p>I. Details of these works will be shared with residents as the plans progress.</p> <p>5. Internal decorations to the stairwells, from street to podium level.</p> <p>I. This work will be held until the work to the coping stones have been completed. Along with the lift and door entry system upgrades.</p> <p>6. Updated you on the ground’s maintenance plan.</p> <p>I. TCL have been responsible for the flower beds (grounds maintenance), whilst they were in possession of the site.</p>

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		<ul style="list-style-type: none"> II. On the 01 June, TCL will hand over the grounds maintenance to Pinnacle to manage going-forward now that TCL have finished their work. III. The meeting objective is to agree that TCL have completed all work they're contractually responsible for. If issues are identified, ensure TCL resolve them before they leave site.
2	<p>Security & ASB (Anti-Social Behaviour)</p> <ul style="list-style-type: none"> 1. <i>A car was broken into. This was reported to security who checked the CCTV and confirmed that unfortunately, the incident was not seen on camera. This incident will be reported to the police by "you".</i> 2. <i>You know a repeat offender, who kicks the podium 3 street level door at least 3-times a day to get in. You agreed to disclose the details of the offender to us so we can take action against them.</i> 	<p>Josh Gomez, Portfolio Manager, (United Guarding)...</p> <ul style="list-style-type: none"> 1. Updated you about patrols. <ul style="list-style-type: none"> I. In response to resident feedback, they've been increased to 4-patrols per shift – so 8 in total per day, which increases the security presence across the podiums and within the blocks, especially. 2. Updated you about ASB linked to courier deliveries. <ul style="list-style-type: none"> I. There has been an increase in Amazon deliveries being left in communal areas, which will result in increased ASB with people breaking into the building to steal parcels. II. The team have spoken to all such delivery drivers; however, the behaviour has continued. <p>Residents, please contact Amazon and all other courier services, and report if your parcels were not delivered to your door. This will help to reduce the ASB linked to theft of parcels.</p> <p>Erika Davidson, Neighbourhood Officer, (SNG)...</p> <ul style="list-style-type: none"> 3. Updated you on resident related ASB.

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		<ol style="list-style-type: none"> I. There are currently no active communal area ASB cases. II. A previous case regarding youths loitering within the car park has been intercepted, and so far, evidence shows the behaviour has stopped. III. Parking permits for motorcycle users will be introduced to further discourage the number of parks parked there and the loitering that has occurred.
2	<p>Cleaning Updates</p> <ol style="list-style-type: none"> 1. <i>You continue to be very happy with the standard of cleaning and the professionalism of the Pinnacle staff.</i> 	<p>Joao Santos, Area Manager, (Pinnacle)...</p> <ol style="list-style-type: none"> 1. Updated you on the window and canopy cleaning. <ol style="list-style-type: none"> I. The communal windows were completed between the 22 and 24 April. II. The canopies were scheduled to be cleaned on the 27 April. III. Contractor Manager still attends weekly. IV. The same x2 cleaners have been in place for almost 12-months, and standards are being maintained. <p>Erika Davidson, Neighbourhood Officer, (SNG)... Added,</p> <ul style="list-style-type: none"> • There's been no reports of pests in the bin rooms from RBKC's refuse team. • There's been no dumped rubbish on the podiums for months.
3	<p>Communal Repairs</p> <ol style="list-style-type: none"> 1. <i>The gutters above your property need cleaning.</i> 2. <i>The light above the lift on podium 1, at the podium level has not been repaired for months.</i> 	<p>Daniel Osgood, Repairs and Contracts Manager, (SNG)...</p> <p>Advised,</p> <ol style="list-style-type: none"> 1. Residents are to raise gutter cleaning and/or repairs to Customer Service. 2. The light above the podium 1 lift has been raised as job reference: 2628868/1.

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		<p>3. The designated Quayside House Works in Progress (WiP) list remains in place.</p> <ul style="list-style-type: none"> a. There are 24 open jobs on the list. b. There was 70+ jobs on the list in our last meeting on the 28 February. <p>4. We are confident that the WiP is working effectively and will be in place for the foreseeable.</p>

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="color: red;">Contact Customer Service for repairs, planned work and service charge enquiries.</p>	<p>Leasehold Specialist Services:</p> <p>Telephone: 0300 373 3000 Email: leasehold.services@sng.org.uk</p>