

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

Quayside House Residents' Meeting

Wednesday 10 July 2024

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

No.	You said...	...We did
1	<p><b>Notting Hill Carnival Preparations.</b></p> <p>1. <i>Can SNG do anything about the cockroaches that appear inside my property because of the vibrations from the sound systems at carnival?</i></p>	<p><b>Erika Davidson, Neighbourhood Officer, (SNG)...</b></p> <p>Advised,</p> <p>All pests that appear within residents homes, remains the responsibility of residents to resolve for themselves.</p> <p>We are only responsible for managing pest control in communal areas.</p> <p>Updated residents that:</p> <ul style="list-style-type: none"> <li>• The arrangements for additional cleaning and security will be identical to last years.</li> <li>• Heras fencing will be installed around the perimeter of Quayside House as always.</li> <li>• The carnival passes and posters will be with the guards by the end of July.</li> <li>• Residents will be able to collect their passes 2-weeks before carnival.</li> </ul>
2	<p><b>Communal Repairs</b></p> <p>1. <i>You asked for more information about our in-house contractors.</i></p> <p>2. <i>You asked how repairs are managed through formal complaints</i></p> <p>3. <i>You asked for a list of communal repairs.</i></p> <p>4. <i>A contractor was seen on 10 July, painting a wall in the communal street level area of podium 2, without sanding the area first. The work looks very poor. There's a lot of water damage.</i></p>	<p><b>Daniel Osgood, Repairs and Contracts Manager, (SNG)...</b></p> <p>Advised,</p> <p>1. Plentific is a platform we've been trialling. It's like a Check-a-Trade service.</p> <ol style="list-style-type: none"> <li>I. SNG will post a job, which allows any trader on the platform to bid for the job.</li> <li>II. We've found the cost satisfaction of these jobs is extremely high.</li> <li>III. The costs are much higher than using one contractor like we do currently.</li> </ol>

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	<p>5. <i>A contractor has said that the Podium 3 lights above staircase and near the lift have a fault, and it may be a bigger issue to resolve.</i></p> <p>6. <i>Podium 1, the light above the lift and another on the stairwell is still out. It's been reported several times.</i></p>	<p>IV. Our cost of rates with MCP will always be cheaper than a job on the open market.</p> <p>V. We must find the balance between high customer service and costs.</p> <p>VI. Plentific was used as a second option to MCP when they took over from Wates.</p> <p>VII. We have needed to use Plentific more than anticipated due to MCP's performance in London.</p> <p>VIII. Our Handyperson Team only cover our Intermediate Rent (IMR) schemes. Quayside House is covered by external contractors only.</p> <p><b>Complaint Summary</b></p> <p>2. Once a complaint has been logged, we have 10-days to provide a response once the acknowledgement has been sent. The repairs complaints team sit under me and deal with any complaints relating to MCP.</p> <p>I. We do have 2 stages to our complaints process so you can escalate to stage 2 if you are unhappy with the response to your stage 1. Stage 2 complaints are dealt with by our Central Complaints team.</p> <p>II. If you are still unhappy after Stage 2, you would then approach the Housing Ombudsman.</p> <p>3. The WiP will be put in all noticeboards, once a week on Friday for as long as this process is in place. – We're planning this now.</p> <p>4. Communal painting - MCP attended twice previously and sanded down the area and left it ready for painting. The photos supplied by MCP show the job is now complete, with some time needing to be allowed for the paint to dry. The area will</p>

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		<p>then colour match as close as possible to the original paint colour already on the wall.</p> <p>5. Job raised for podium 3 lights above staircase and near the lift: 2662178/1 – booked: 24th July (AM).</p> <p>6. Job raised for podium 1 light above the lift and another on the stairwell: 2662178/1 – booked: 24th July (AM).</p> <p>Dan shared the following updates:</p> <p><b>1. The designated Quayside House Works in Progress (WiP) list remains in place.</b></p> <ul style="list-style-type: none"> <li>I. There are 14 open jobs for the block including both internal and communal jobs.</li> <li>II. 10 of the jobs have appointments booked in and should be completed by 19th July.</li> </ul> <p><b>2. Our repairs’ tendering process has gone live.</b></p> <ul style="list-style-type: none"> <li>I. Contractors have until the 31 July to apply to SNG to become our new in-house contractor.</li> <li>II. SNG will run the first evaluation – interview the contractors who have been shortlisted – in August.</li> <li>III. In October, we will officially award the contract to the contractor who scored the highest during the evaluations.</li> <li>IV. The contract will start from 01 April 2025.</li> <li>V. MCP and Wates are eligible to apply for the contract again.</li> <li>VI. We have decided to go back to having 2 separate contractors for London and Hertford, respectively, instead of one contractor MCP – currently covering both areas.</li> </ul>

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	<ol style="list-style-type: none"> <li>1. <i>About lift in block 52-62, you were told by Customer Services that the lift needs to be upgraded.</i></li> <li>2. <i>The intercom system for block 52-62 was replaced a month ago and has failed twice since then. This has already been reported.</i> <ol style="list-style-type: none"> <li>I. <i>Have these jobs been raised as recalls and not as new jobs?</i></li> <li>II. <i>Customer Service aren't providing consistent information, so confidence with them has been lost.</i></li> </ol> </li> <li>3. <i>The emergency line in the lifts do not work.</i></li> <li>4. <i>You're dissatisfied that residents were not consulted on the plans to upgrade the access control and intercom system.</i></li> </ol>	<p><b>Kenneth Williams, Mechanical &amp; Electrical (M&amp;E) Project Manager, (SNG)...</b></p> <p>Advised,</p> <ol style="list-style-type: none"> <li>1. Your queries have been taken back and sent to Lavan Sivakumar, Assistant Contracts Officer, who's assists with managing the lift contract and with jobs to be raised to our contractor Oakray, who attend jobs for door entry systems. <ol style="list-style-type: none"> <li>I. Lavan will coordinate SMS updates to residents about these jobs.</li> </ol> </li> <li>4. The access control and intercom system upgrades are with the Leasehold Specialist Team for a section 20 consultation. <ol style="list-style-type: none"> <li>I. This project was approved by the Planned Maintenance Team in January 2024, along with the street level lift upgrades.</li> </ol> </li> </ol>
3	<p><b>Planned Maintenance &amp; Grounds Maintenance</b></p> <ol style="list-style-type: none"> <li>1. <i>What's the period for the next steps regarding the roof line and coping stone work?</i></li> <li>2. <i>You want a copy of the Pelling's report.</i></li> <li>3. <i>You're not happy that residents were not told that Wayne McAllister has left the organisation.</i></li> <li>4. <i>You're dissatisfied that residents were not consulted on the plans to upgrade the lifts from the street to the podium level.</i></li> <li>5. <i>You want the fabric of the building to be jet washed.</i></li> </ol>	<p><b>Alvin Sum, Senior Projects Manager, (SNG)...</b></p> <p>Advised,</p> <ol style="list-style-type: none"> <li>1. The Pelling's report is yet to be finalised, so we're currently unable to provide timelines.</li> <li>2. A copy of the Pelling's report will be provided to all residents who request it.</li> <li>3. The position is currently vacant. We are currently going through a recruitment exercise to fill the position</li> <li>4. The project to replace the lifts are going through the design and specification stage. Once agreed, the section 20 consultations will be sent to leaseholders. <ol style="list-style-type: none"> <li>I. It will be approximately 25-week before the project is live.</li> </ol> </li> </ol>

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	<p>6. <i>You want the fabric of the building to be repainted.</i></p> <p>7. <i>Who's taking care of the grounds maintenance (flowerbeds), whilst the new contractor is being procured? As work is not being carried out, as confirmed in a stage 1 complaint response.</i></p>	<p>5. Jet washing the building is being considered. Residents will be updated of our decision in writing, when confirmed.</p> <p>6. There are currently no plans within cyclical decorations to repaint the building.</p> <p>7. The ground to podium level cyclical communal decorations are on hold until the project to upgrade the lifts is complete.</p> <p>Alvina advised...</p> <ul style="list-style-type: none"> <li>• Quotes have been received for the planters and flowerbeds, which are being reviewed.</li> <li>• The irrigation (watering) system is being recalibrated and the timers are being adjusted, so the beds can be watered as required.</li> </ul>
4	<p><b>Cleaning Updates</b></p> <p>1. <i>You continue to be very happy with the standard of cleaning and the professionalism of the Pinnacle staff.</i></p> <p>2. <i>The flowerbeds and the car park must be litter picked more often.</i></p> <p>3. <i>Couriers have been urinating within the blocks and lifts.</i></p> <p>4. <i>The car park needs to be jet washed.</i></p> <p>5. <i>The windows aren't being cleaned up to standard.</i></p> <p>6. <i>The area between 70 and 71-80 is not being cleaned properly.</i></p> <p>7. <i>Can residents on the ground floor with windows that overlook the planters, that have been heavily affected by the ongoing planned work be cleaned by SNG as one-off? A jet wash is needed for all of them.</i></p>	<p><b>Joao Santos, Area Manager, (Pinnacle)...</b></p> <p>Advised,</p> <p>1. This week the cleaner who tends to podium 2 and 3 has left. Their replacement will start on Monday 15 July.</p> <p>2. Litter picking and sweeping will be improved.</p> <p>3. Report out of hours cleaning reports to Customer Service. Pinnacle will attend for urgent cleaning jobs.</p> <p>4. Residents will be notified when the jet washing of the car park has been arranged.</p> <p>5. We will work to improve this.</p> <p>6. The Supervisor has been advised and this area will be improved.</p>

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		<p>7. This is being considered. Estates Services will update residents of our decision when confirmed, in writing.</p> <p><b>Joao shared the following updates:</b></p> <ul style="list-style-type: none"> <li>• For carnival, there'll be x2 cleaners on the 23, 24 and 25 August, 8am-1pm, who'll carry out litter-picking duties and will rotate the bins only.</li> <li>• 25 and 25 August, there'll be x1 cleaner from 6pm-7pm who'll carry out litter-picking duties only.</li> <li>• A Supervisor will be attending on all days.</li> <li>• The jet-washing and bulk team are in place to attend on the 27 August.</li> <li>• The bulk team will carry out a collection on the 25 August as well.</li> </ul> <ul style="list-style-type: none"> <li>• The next deep clean and cleaning of the communal windows will be in December 2024.</li> </ul> <p><b>Erika Davidson, Neighbourhood Officer, (SNG)...</b> Added,</p> <ul style="list-style-type: none"> <li>• There's been no reports of pests in the bin rooms from RBKC's refuse team.</li> <li>• There's been no dumped rubbish on the podiums for months.</li> </ul>
5	<p><b>Service Charge Queries</b></p> <ol style="list-style-type: none"> <li>1. ....you want a copy of the service charge expenditure for 2022-23.</li> <li>2. Why has the service charge gone up as much as 24% for 2024-25?</li> <li>3. You want a separate Service Charge meeting with relevant representatives.</li> <li>4. There's been a significant lack of transparency from SNG about service charges since they moved away from having a managing agent.</li> </ol>	<p><b>Gavin Fawcett, Service Charge Manager (SNG)...</b> Advised,</p> <ol style="list-style-type: none"> <li>1. This is called a Section 22 and is available to all residents on request.             <ol style="list-style-type: none"> <li>l. Facilities to inspect the 2022-23 service charge expenditure will be made available to all residents at Quayside House, by the 31 July 2024. By either:                 <ol style="list-style-type: none"> <li>a. coming to the office to inspect the documentation.</li> <li>b. sending a secure link to a folder containing documentation.</li> <li>c. Printing and posting documents.                     <ul style="list-style-type: none"> <li>• <b>Note: option "b." is preferrable.</b></li> </ul> </li> </ol> </li> </ol> </li> </ol>

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	<p><i>We are now only given the bare minimum of details rather than the actual details we want.</i></p> <p>5. <i>Who looks after the ground rent and residents' money.</i></p> <p>6. <i>You want to know if the reserve fund is going to be used towards the replacement of the lifts?</i></p>	<p>2. The service charge budgets, and therefore the residents' estimated charges are calculated using various methodologies.</p> <p>However, the main driver of future budgets, is the previous year's expenditure (expenditure for 2022/23 informs the budgets for 2024/25).</p> <p>This expenditure is then given an uplift in line with the Consumer Price Index (CPI) from September 2022 and 2023.</p> <p>3. A separate Service charge meeting is possible, however advance notice of queries and issues is necessary to facilitate the agenda.</p> <p>4. We are working towards clearer transparency for all transactions. Our current format &amp; presentation of the service charges adheres with legislation. However, we are contemplating further enhancements to the presentation to assist with resident understanding</p> <p>5. Monies/Payments go into the bank accounts of SNG. This then pays for all SNG activities</p> <p>6. We will be presenting the reserve fund balances in the next set of actuals (due Sept 2024) for those that contribute towards the fund (leaseholders &amp; shared owners)</p> <p><b>Darren Reilly, Leasehold, Service Charges &amp; Rent Accounting (SNG), advised....</b></p> <p>Hannah McIntyre, Leasehold Specialist started her maternity leave in June.</p> <p>Nicole Omamuli started the week commencing 08 July, to provide maternity leave cover.</p>

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		<p>Darren explained...</p> <p>The leasehold specialists are the main point of contact for leaseholders regarding service charges.</p> <p>We work closely with the Service Charge Team and manage the communication in terms of service charge queries and disputes.</p> <p>Our aim is to ensure that the charges applied to leaseholders are compliant with the terms of the lease.</p>
6	<p><b>Security &amp; ASB (Anti-Social Behaviour)</b></p> <ol style="list-style-type: none"> <li>1. <i>You're very unhappy with the service provided by Terence, the guard who works from 2pm to 9pm, weekdays.</i></li> <li>2. <i>What are the duty responsibilities of the guards?</i></li> <li>3. <i>How is their time split between their duties to the business units and to Quayside House?</i></li> <li>4. <i>You continue to feel unsafe at Quayside House.</i></li> </ol>	<p><b>Josh Gomez, Portfolio Manager, (United Guarding)...</b></p> <p>Advised,</p> <ol style="list-style-type: none"> <li>1. I apologise for the behaviour that some residents have experienced with Terence.</li> <li>2. Our guards provide assistance to residents, assisting with postal and delivery access, checking contractors, and allowing access, patrolling, and checking blocks, monitoring CCTV, dealing with ASB, reporting issues to customer service. The service is split 50:50 between residential and commercial, although following feedback from residents, we have increased the number of patrols to residential areas.</li> <li>3. It is a 50/50 split between commercial and residential.</li> <li>4. A letter update on changes made with United Guarding staff will be sent to all residents.</li> </ol> <p><b>Updated you about ASB linked to courier deliveries.</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>



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		<ul style="list-style-type: none"> <li>The team have spoken to all such delivery drivers; however, the behaviour has continued.</li> </ul>
	<p><b><i>You also said...</i></b></p> <p><i>There's no joint up internal working at SNG. There's no single reporting line for someone with authority, who's is responsible for coordinating the overall management of Quayside House.</i></p> <p><i>SNG must consider how to deliver value for money as a model, as the service to residents has declined since we moved away from having a managing agent.</i></p> <p><i>SNG are focussing on the function and not on the building or the people who live in the buildings and what we need.</i></p> <p><i>You want one person and one point of contact for someone who has an overview of what's happening at Quayside House.</i></p> <p><i>You want a copy of the scope of work for all contractors who provide a service to Quayside House.</i></p> <p><i>You asked if blue roll can be installed next to the bin chutes across the podiums.</i></p>	<p><b>Erika Davidson, Neighbourhood Officer advised...</b></p> <ul style="list-style-type: none"> <li>The working model in place between our services for most of our estates doesn't support having a single point of contact.</li> <li>As Neighbourhood Officers, we manage a patch of around 1000 units each, and Estates Officers, manage larger patches by nature of their roles.</li> <li>We must rely on all relevant departments that are involved in the management of Quayside House to deliver their services, as the model in place is to work as a collective to bring the service delivery together.</li> <li>With this said, your comments have been shared with Foluke Ajayi, Head of Neighbourhood Management, for consideration.</li> <li>The scope of work for all contractors will need to be requested from the relevant Contract Managers for their response.</li> <li>This request will take a while to coordinate, and so we aim to provide the response before the next residents' meeting.</li> </ul>

Staff Contact Details:	
<p><b>Neighbourhood Officer:</b></p> <p><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></p>	<p><b>Estates Services:</b></p> <p><b>Name:</b> Lavina Rogers – Estates Services Manager  <b>Name:</b> Dinah Agyenim-Boateng – Estates Officer  <b>Telephone:</b> 0300 373 3000  <b>Email:</b> <a href="mailto:lavinia.rogers@sng.org.uk">lavinia.rogers@sng.org.uk</a>  <b>Email:</b> <a href="mailto:dinah.agyenim-boateng@sng.org.uk">dinah.agyenim-boateng@sng.org.uk</a></p>
<p><b>Sovereign Network Group:</b></p> <p><b>Name:</b> Customer Service  <b>Telephone:</b> 0300 373 3000  <b>Website:</b> <a href="#">Contact Sovereign Network Group</a>  <b>Email:</b> <a href="mailto:customer.service@networkhomes.org.uk">customer.service@networkhomes.org.uk</a></p> <p style="color: red;">Contact Customer Service for repairs, planned work enquiries and service charge queries.</p>	<p><b>Leasehold Specialist Services:</b></p> <p><b>Telephone:</b> 0300 373 3000  <b>Email:</b> <a href="mailto:leasehold.services@sng.org.uk">leasehold.services@sng.org.uk</a></p>