

You Said... We Did

Resident Meeting with Vista Apartments Residents

Thursday 19th September 2024

Next meeting:

No.	You said...	...We did
1.	<p>Update on 1-Year-Old Leak and Proactive Leak Management</p> <p>Residents read out a pre-written impact statement of how leaks have affected them personally.</p> <p>Resident were unhappy with the way the leaks have been managed and why there has been delays.</p> <p>Residents wanted to know how many flats were affected.</p> <p>Residents were unsure of the what the process was for reporting leaks and how it would be dealt with</p>	<p>Action for Matt, Gerry and Corrine</p> <p>Matt and Corrine agreed there has been delays and we need to improve. There was a delay from SNG communicating with Quintain and Corrine confirmed initial job was raised to our internal contractors first and later to Quintain.</p> <p>Corrine/Gerry agreed to review the why there was a delay and Gerry has already requested Phillip Mears to carry out an investigation into how this repair was managed by SNG and Quintain. He has committed to providing an update to residents and MP Barry Gardner in 1 months' time.</p> <p>Matt to confirm exactly how many flats have already been identified also resident to let us know. SNG are aware of 7 flats and committed to undertaking a door knocking exercise to identify total number and report back to Quintain within 2 weeks.</p> <p>Matt to explain the process of how leaks are dealt with.</p>

	<p>Residents asked if SNG could do any pro-active work to identify all the flats that are affected and suggested SNG do a door knock.</p>	<p>Gerry has arranged for Handy Man Services to attend site and inspect properties on Thursday 26th and Friday 27th September and Thursday 3rd and Friday 4th October 2024. Letters for these dates were hand delivered to residents on 8th floor and above on Tuesday 24th September 2024.</p> <p>All surveys have now been completed and the inspection reports have been shared with Quintain on 25 October 2024. We're awaiting their schedule of works for the affected flats.</p>
<p>2.</p>	<p>Duplicate works orders</p> <p>A resident mentioned that she has a broken window and fire vent constantly beeping in the corridor and every time she reports the issue a new job number is being provided and the call handler not understanding that there are already existing job numbers. Resident would like us to review our process to not duplicate work order numbers.</p>	<p>Action for Corrine</p> <p>At the meeting we agreed to investigate the issue. The tenant has provided her details for this to be investigated.</p> <p>Corrine is investigating this matter directly with this specific resident outside of this public document. Our repairs contracts manager has fed back to the contact centre that a number of duplicate jobs had been raised and reaffirmed the need to interrogate the repairs history when receiving repeat calls. He will update the tenant via an Admin officer and ensure updates are provided as to the glazing job, he has asked the Planned Admin team to do the same for the ecolution job</p>
<p>3.</p>	<p>Wembley Events Ticket Access</p> <p>Residents wanted to discuss Vista Apartments is excluded from Wembley events ticket access.</p> <p>A resident explained that barriers are installed and is affecting emergency vehicles coming into the estate.</p>	<p>Action for Matt and Thomas</p> <p>Matt to share the details of Wembley Events so a discussion can take place.</p> <p>Matt explained that the security is manged by Wembley Stadium Events Team due to security risk. Matt has since provided an update. He confirmed the HVM is staffed on event days by Wembley Park and the management process is implemented in line with Brent road closures on Wembley National Stadium</p>

	<p>A resident enquired about obtaining parking spaces.</p> <p>A resident asked if the 20 minutes grace period could be extended to 30 minutes.</p> <p>A resident asked What can be done to manage the Uber Eat /Deliveroo drivers on Humphrey Repton Lane.</p> <p>A resident asked what can be done to limit speed of mopeds/e-bikes on Humphrey Repton Lane</p>	<p>event days. The HVM is monitored via CCTV and should there be a requirement to allow access for emergency vehicles, Wembley Park staff manning the quiet zone barriers (in Exhibition Way, Harbutt Way and Humphrey Repton Lane) will respond to any access requests under the direction of the Wembley Park Estate Control Room who monitor the CCTV continuously.</p> <p>Matt has explained there are no spaces in the basement car park for sale, but residents can enquire about monthly car parking rates in our commercial car parks, details can be found on the website https://www.wembleyofficialparking.com/monthlyparking.aspx</p> <p>Matt explained he is sorry but the waiting time cannot be extended, 20 mins is a nationally recognised car park waiting time which they apply generously to Weaver Walk. Extending the time will impact on the pedestrian nature of the area.</p> <p>Matt has confirmed, the Wembley Park Estate Control Room monitor the area and regularly send Estate Protection Officers to “move on” Uber Eat /Deliveroo drivers to the designated waiting area in Stadium Retail Parking. However, this isn't a constant presence and to do so with a more targeted presence would be costly and have an impact on the estate service charge.</p> <p>Matt has stated, because Humphrey Repton Lane is a shared space and there are no kerbs it would not be practical to implement physical traffic calming measures as they would provide trip hazards for pedestrians and mopeds/bikes would exploit any small gap. We are doing all we can short of targeted speed trap style enforcement. Unfortunately, Quintain have</p>
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		no powers to actually penalise, and trying to ban offenders is impractical and unenforceable.
4	<p>Service Charge Transparency</p> <ul style="list-style-type: none"> Request detailed breakdown of service charge bills, rather than lump sum charges from Quintain (e.g. 2 invoices of £60,000 doesn't justify the dozens of costs related to this). Specific request for itemized bills moving forward alongside supporting summary documents (e.g. in Excel) to understand the costs incurred by the managing agent and how these are allocated to Vista. 	<p>Action for Philippa</p> <p>At the meeting Philippa explained that her team have requested supporting documentation for expenditure relating to services they have supplied, and they have not been forthcoming. The leasehold team has now threatened formal action and is awaiting further communication with the managing agents. If we do have to take action in the courts we will make you aware but we hope Quintain will accept responsibility for the lack of co-operation of their previous managing agents. It is legally Quintains' responsibility as freeholder to provide the documents.</p>
5.	<p>Work Order vs Invoice Discrepancy</p> <ul style="list-style-type: none"> Address ongoing concerns regarding discrepancies between work orders and invoices, as we have been confirmed that Works Orders cannot replace invoices to justify actual costs. Outline steps to ensure transparency, especially given that Mr. Barry Gardiner is supporting our position. 	<p>Action for Corrine.</p> <p>Corrine explained that woks undertaken by MCP are batch invoiced in our system. The invoice provided for payment purposes contains one line; the batch number i.e. Aout0000123. The detail of the work is contained in the housing database. There is backing data provided which can be thousands of lines long and so they are not included with the bills, there is a breakdown of the jobs that have been service charged included as demonstrated by Phillipa. We can confirm which invoice number a job would be included on and further detail as necessary should a query be raised. She went on to confirm that invoices related to Vista are only charged through SC.</p>
6	<p>Anti-social behaviours</p> <p>What steps will be taken to finally curb anti-social behaviour, especially related to smoking of drugs, whether it is from external or internal residents</p>	<p>Action for Thomas and Sayeed.</p> <p>At the meeting we explained how we have been to site to patrol and install warning notices to intruders. We have also worked with Quintain and their security team to deal with ASB. We have committed to providing two weeks free security services and</p>

		residents have expressed that they would like this to start in October when the clocks go back an hour. We have explained that after the two weeks period, if residents would like to keep the security service, then the cost will be service chargeable.
7	<p>Short/Long term let and impact to building insurance.</p> <p>Awareness of a resident letting his flat/rooms for short term let (AirBnB in this instance). Clarification of impact to building insurance mentioned by SNG, in relation to short and long term rental, alongside next steps to be taken by SNG to protect residents to be affected by building insurance invalidation.</p>	<p>Action for Philippa.</p> <p>Philippa has agreed to create a document that explains what leaseholders and shareowners can do in terms of letting out their properties and will be uploaded with “You Said, We did” by the 11th October 2024. She will also review the messaging on our website.</p>
8	<p>Main communal door and bin room door</p> <p>Resident were complaining that the main communal door has been broken numerous times. When repaired, it always breaks within 24-48 hours. Residents have asked for long term solutions to be implemented rather than a perpetual repair/breakage system. Also a resident mentioned the door does not align and needs changing.</p> <p>A resident queried the internal bin room door.</p>	<p>Action for Quintain and Corrine</p> <p>The door is Quintain responsibility and SNG have enquired if there are plans to replace the door with a more secure type of door.</p> <p>Corrine advised that the internal bin room door is on order and will be replaced. She confirmed that the lead time for doors is 8 – 12 weeks. As of 27/9 it was confirmed approx. 10 week lead time.</p>
10.	<p>Under AOB a resident asked for more communication when there are communal repairs</p>	<p>Action for Sayeed and Thomas</p>

	<p>Residents raised concerns over the bin room being used by surrounding commercial units and other buildings. Matt from Quintain confirmed he would look into confirmation of the bin store demise.</p>	<p>At the meeting we accepted that this was a good feedback and Sayeed explained that we already have systems in place when we are made aware of major or communal issues and we already do flag issues with the call centre and vice versa, we also do send text messages and letter drops but we can do more and will ensure we do better going forward.</p> <p>At the meeting Thomas confirmed that this was raised previously, and he had spoken to Quintain. They had advised that a commercial unit who has permission to access a bin store a few doors down had incorrectly accessed Vista and left their rubbish. Quintain committed to advising the commercial unit of the correct location and requested that they do not use Vista again going forward. Since, that time, there has been no reported re-occurrence.</p> <p>Matt from Quintain has looked into this following the meeting and can confirm that the bin store is demised for the sole use of Vista residents and so there should not be an instance where other residents from adjacent buildings use it. Residents are reminded to ensure that the doors are secure after use to avoid the opportunity of misuse. Quintain will remind the retailers of their bin store locations to avoid any repeat of previous misuse by them.</p>
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