

**Elektron & Switch House Resident Association  
Monday 22<sup>nd</sup> March 2010 Meeting minutes**

**Attendees:**

**Acting Chair – Paul Wicks**

**Acting Secretary – Geeta Kasanga**

**Acting Treasurer – Marta Diaz de Cerio**

**Other residents from Elektron, Proton, Neutron and Switch House**

**Management company staff: Tony Ulasi, Lulu Frnkova**

Item	Discussion	Action points
1. Welcome	<ul style="list-style-type: none"> <li>- Paul Wicks Chaired the first Elektron &amp; Switch house residents association meeting and thanked everyone for attending</li> </ul>	-
2. Barratt	<ul style="list-style-type: none"> <li>- There were a number of issues raised with the development that were raised by the acting chair Paul Wicks, which had been compiled prior to the meeting by email and conversations with other residents. Other issues were raised by residents of the development, which were as follows</li> <li>- Entrance and exit doors that require a fob are easily forced and not strong enough for windy days</li> <li>- Most doors from the corridor are open when they should be locked. Are locks in proper condition?</li> <li>- Front doors not up to scratch</li> <li>- Hot water system <b>recurrent</b> failure for different reasons: There seems to be a lack of knowledge as to how to maintain it to prevent this for happening and what to do in the event of another failure. Do Haydens, Utilicom and Switch 2 communicate and who is responsible for the water system.</li> <li>- Lack of hot water every few months</li> <li>- Issues with taps and shower heads allegedly needing cartridge replacement. Is it the tap and not the lime scale in the water? What about the 10 years filter we have installed?</li> </ul>	-

	<ul style="list-style-type: none"> <li>- Smell from pipes</li> <li>- Faulty taps and lack of pressure. Again lack of knowledge to get the system working properly and in a top condition as expected from a top end development.</li> <li>- Squeaking pipes</li> <li>- Telephone wiring of low grade with only 4 cables of bad quality. Impossibility of getting a second line unless keeping it in the airing cupboard (not recommended due to high temperature) or cabling the flat externally (unacceptable in a brand new flat) due to lack of the necessary internal cables to being able to utilise the second pair of cables. Quite a few neighbours suffering from problems with the telephone line.</li> <li>- Excessive water in car park when it rains.</li> <li>- Water leaking from spotlights outside entrance doors</li> <li>- Scaffolding poles dumped in car park for maintenance of wind turbines</li> <li>- There is a locked room in the car park, what is it and what's in it?</li> <li>- Meridian Light outside the building still not working on both sides of the building although DLR works finished a long time ago. Equally the metal bit on the floor that leads to that same light is not finished. Barratt should make sure landscape of building is complete in good standards as agreed and any tools left behind removed.</li> <li>- Excessive heat on upper floors and fire doors trimmed; doesn't this overwrite the whole point of fire doors? Has reflective plastic been used in all the buildings to cover the windows?</li> <li>- Faulty lights on all the floors, have Barratt paid for this during these last 24 months? Peverel was told inadequate transformers being used was the cause of lights failing so often, who has been paying for the new bulbs?</li> <li>- Some neighbours are experiencing problems with the heating system not working properly as the thermostat is located in the warmer room, which prevents the colder rooms from getting the desired temperature. The size of some radiators are not appropriate for the heating needs (i.e. too small in North facing apartments)</li> <li>- Proton Tower was meant to have a concierge desk for rotation of concierges.</li> <li>- Barratt was meant to come and fix cracks in communal and internal walls after the building had settled</li> <li>- Tony's office needed ventilation system sorted, has this been done?</li> <li>- One neighbour was giving the show flat ceramic hub which is faulty (one ring not</li> </ul>	
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	<p>working). This needs to be addressed.</p> <ul style="list-style-type: none"> <li>- TV points from bedrooms not working properly in some apartments</li> <li>- Tiles in kitchens and bathrooms cracking due to poor grouting?</li> <li>-</li> </ul>	
3. Peverel	<p style="text-align: center;">A. SERVICE CHARGE</p> <ul style="list-style-type: none"> <li>- Electric/power individual meter readings to be provided in the service charge reconciliation and not only amount to pay. All neighbours got an initial reading from Barratt on the day of exchange and actual readings need to be provided to justify moneys paid.</li> <li>- Electricity: <b>high emergency rate paid by mistake</b> for months as during the handover neither Barratt nor Peverel took care of the electricity contract renewal which derived in the most expensive rate to be paid by us. This should be <b>reimbursed by either Barratt or Peverel</b> as the residents should not be penalised by their lack of diligence.</li> <li>- Water: A letter from Peverel was never received to confirm that the water charges will remain included in the service charge paid to Peverel</li> <li>- The service charge should explain what steps are taken to ensure that best value for money is attained for contracts such as insurance, water and security. Are preferred suppliers used by Peverel?</li> <li>- Why is the management fee split in two: estate and specific building?</li> <li>- Wind turbines and solar panels: provide breakdown of how much energy is producing and cost savings as well as maintenance costs.</li> <li>- A more detailed explanation of: <ul style="list-style-type: none"> <li>- what is covered under the CHP maintenance, electricity and lift contracts we pay for</li> <li>- Guarantees of lifts and CHP</li> <li>- Gym costs: £38,000 per annum, what does this include? Breakdown to be provided.</li> <li>- Handyman duties: bulb replacement, painting, etc If we have an appointed handyman we should expect everything to be spot on within reasonable timeframes.</li> <li>- Salary increases on service charge above inflation and not in line with general financial situation of London (salary decreases or on hold)</li> </ul> </li> <li>- What will happen when Barratt stops being responsible for the boiler: are we getting any agreement with Utilicom/Switch 2 for both communal and individual problems?</li> </ul>	-

	<ul style="list-style-type: none"> <li>- Who to contact for common problems such as lack of hot water, etc</li> </ul> <p style="text-align: center;">A. MAINTENANCE OF DEVELOPMENT/ HANDY MAN</p> <ul style="list-style-type: none"> <li>- Lock from door in Elektron tower gym in poor condition: is this something the handy man should fix? Is it Barratt's responsibility?</li> <li>- Walls in common areas in poor state (painting needed next to lifts): again handy man ?</li> <li>- Electric closure detached from some doors: this should be checked on a weekly basis as a minimum as it's a security issue.</li> <li>- Due to repeated acts of vandalism the lifts in Proton Tower are not working in an acceptable condition stopping abruptly on a daily basis and people getting trapped in numerous occasions. While the vandalism needs to be addressed in a certain way, the lifts must also be thoroughly checked up to make sure they are up to good standards.</li> <li>- It would also be advisable to put a note asking new coming/leaving neighbours to contact the concierge for assistance with the lift as opposed to forcing the doors.</li> </ul>	
4. Concierge	<p>The main areas of concern for the residents appear to be related to the security and cleaning standards of the development. These are the main concerns</p> <ul style="list-style-type: none"> <li>- Proton Tower hasn't got a concierge desk, which is a breach of what Barratt promised during the sale of the apartments: there would be 3 desks (one on each tower – excluding the Switch House-) and 2 concierges would be rotating around the 3 desks.</li> <li>- The lack of a desk/concierge in this tower has left it vulnerable to vandalise acts on a regular basis and it seems unfair that Proton tower shares the costs of the concierges but don't get the full benefits.</li> <li>- More CCTV could be installed to cover current dark areas where concierges/manager advises it would be useful.</li> <li>- Some concierges tend to disappear from the desks (other than during the lunch break)</li> </ul>	-

	<p>too often and this seems to happen especially during the weekends. This needs to be addressed as there shouldn't be any difference between the services provided during the weekdays and weekends.</p> <ul style="list-style-type: none"> <li>- A list of the concierges responsibilities would be handy to have so that the residents know what they can expect/demand and what is not included in the contracts. This could be loaded on to the website <a href="http://www.elektronresidents.co.uk">www.elektronresidents.co.uk</a></li> <li>- A breakdown of the cleaning contract and standards expected would also be welcome (frequency of cleaning, what is supposed to be done, etc) for the gym, portals, lifts floors and communal walls; as well as window cleaning: when was the last time they were cleaned?</li> <li>- <b>Rubbish area:</b> we are aware of the fact that some neighbours don't care about the state of the building and act in a careless and unhygienic way. Whereas this can be hard to control Peverel must ensure we do everything in our power to enforce a diligent behaviour.</li> <li>- Ensure there are a right mix of recyclable and organic containers at all times</li> <li>- CCTV at our disposal, has it been clarified what can be done once we know who has left items outside the containers/refuse store or big items without the council reference?</li> <li>- Put instructions in a more visible place to make sure everyone is aware of the free picks up from the council and the charges implied if this is not done.</li> <li>- Peverel should communicate with the Social Housing association to make sure they take responsibility for the problems derived from the state of the rubbish area caused by their residents, which could be determined by a security camera that can spot the door from which the rubbish comes from.</li> <li>- The residents that attended the meeting agreed with the suggestion of donating one of their free council collections to the development to ensure that we do not incur unnecessary charges. This could be offered on a quarterly basis.</li> <li>- Having said that, the CCTV should be able to determine if these big items, left unattended, come from the private or social housing apartments. If the latter, the social housing should take care of this and pay if necessary. The private residents should not be penalised for sharing the rubbish area with non private residents.</li> <li>- Could a formal request be sent to the residents to formalise this suggestion? Maybe we could use room in Elektron to store big items until 5 items are collected to maximise</li> </ul>	
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	<p>the number of free collections the council offer per flat.</p> <ul style="list-style-type: none"> <li>- <b>Social housing:</b> On top of the aforementioned issue in the rubbish area, there are other problems some residents have experienced with our social housing neighbours: people shouting very late at night from the balconies and to give another even more worrying example, a resident being mugged by social housing residents (this was caught on the CCTV camera but nothing seemed to happen). Budgens have also reported repeatedly thefts from social housing residents.</li> <li>- We understand some of this may be out of Peverel's responsibilities but we would like clarity as to who is responsible for this or can do anything about it.</li> <li>- Noises late at night are a breach of one of the clauses of the lease and Barratt stated during the sale of the apartments that the social housing works on a points system and therefore misbehaviour would mean loss of points and possible loss of right to live in the development.</li> <li>- We are sure that theft and mugging are not acceptable behaviour for these residents and we would be grateful if <b>Peverel engaged in some form of communication with the social housing association/police</b> to clarify all this and make sure that by working together we all have a safe and friendly to live in development with bad actions being penalised as per the law.</li> <li>- The council and the police do not seem to do anything about this.</li> <li>- According to the lease every neighbour that wants to have a pet in their apartment must ask for permission. Has Peverel got a lease from the landlord to keep track of which dogs are 'registered'?</li> <li>- We would also welcome some legal explanation as to what happens in terms of legal responsibility in the event of a bite as well as damage of the grass caused by some dogs.</li> <li>- Last but not least is the repeated incidents with the lifts being vandalised in Proton Tower.</li> <li>- As mentioned before, the <b>lack of a desk/concierge</b> is clearly an encouragement for these vandals to keep attacking this development and the fact that the police do not penalise these acts clearly does not help eradicate the problem</li> <li>- Another problem is the <b>lack of security of our doors</b> that can be easily forced to get entry.</li> </ul>	
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	<ul style="list-style-type: none"> <li>- Our <b>concierges are getting scared</b> as it can be dangerous to deal with these delinquents that are high on drugs and with an intimidating behaviour.</li> <li>- There have also been breaks in the parking space.</li> <li>- Our development is very <b>exposed</b> with a high number of entrance points and a <b>fence</b> could be considered for the safety of the residents and for potential discussion of costs and benefits, as well as Barratt's potential responsibility/help in this as the freeholder.</li> <li>- These repeated acts of vandalism are costing the development an <b>increase in lift and insurance costs</b> not to mention the inconvenience of having lifts out of action in a tower with 20 floors.</li> </ul>	
5. Service Charge	All aspects of the service charge was covered in item number three on the agenda, therefore there was not need to cover this point	-
6. Right To Manage	The acting Chairperson Paul Wicks notified all in attendance that Right to manage is an option if the residents feel that this is necessary	-
7. AOB	<ul style="list-style-type: none"> <li>- Most of the residents attending the meeting were happy to attend quarterly meetings unless there was a particular issue that demanded immediate attention.</li> <li>- Barratt, Peveler and a representative for the Social Housing association will be invited and would be especially useful if they attended.</li> </ul>	-

ITEMS PREVIOUSLY DISCUSSED

OTHERS:

**Contact details for Acting Officers:**

**Acting Chair: Paul – email: [info@elektronresidents.co.uk](mailto:info@elektronresidents.co.uk) ; Flat 56 Elektron Tower**

**Acting Secretary: Geeta – email: [secretary@elektronresidents.co.uk](mailto:secretary@elektronresidents.co.uk) ; Flat 82, Elektron Tower**

**Acting Treasurer: Marta – email: [treasurer@elektronresidents.co.uk](mailto:treasurer@elektronresidents.co.uk) ; Flat 210, Proton Tower**