

**Elektron & Switch House Resident Association
Monday 2nd August 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"> - Paul Wicks opened the meeting 	-
2. Legal Matters	<ul style="list-style-type: none"> - Creation of the residents association as a legal entity: Neighbours to find out the requirements. 	-
3. Barratt – Pending Issues	<ul style="list-style-type: none"> - New entrance doors – both sides- : In around 3 weeks, the new doors should be installed. They have shot bolts. The bills will be sent to Barratt. We cannot wait until responsibility or faulty issues are decided due to Health & Safety issues. It has been proved that there was an issue (the hinges came off and the door flew with not too strong winds). We have this in written. Tony to keep us up to date. - Bristan warranty: According to one neighbour, Bristan will come and cover the costs for just one replacement per tap. The neighbour from flat 122 has had the cartridge replaced 5 or 6 times. Neighbours to chase this individually. - Spotlights in the corridor and light bulb outside the entrance still leaking. Barratt being chased although they have started to replace the transformers of all bulbs in common areas. - Scaffolding for wind turbines and solar panel: The scaffolding needs to be taken to the 	-

	<p>roof so that they can be serviced. Ecolutions went busted and Peverel is looking for a new partner to serve the turbines. Some neighbours commented about the cost/benefit of this equipment. Tony to keep us up to date.</p> <ul style="list-style-type: none"> - Thermostat: Some people may consider moving it to other rooms to balance better the temperature of the whole flat and when the heating is turned on based on the thermostat temperature. We can recommend a list of electricians. 	
<p>4. Peverel Service Charge</p>	<ul style="list-style-type: none"> - Peverel Service Charge: We agreed that we would like to receive the initial and final meter reading for all the individual flats once a year together with the Actual cost and reconciliation figures. Tony to speak to his manager /accounting team about this. - Electricity charges: They can only be backdated to the point when Peverel took responsibility. It was only one month where we paid 22p per kilowatt. In the past, through the year, rates were not been monitored. We have now a contract where we pay 9.2p per Kilowatt. Tony to check if there are daily and night rates. - If we compare the budget 09/10 to the one regarding 10/11 we see an increase in electricity charges of 6% (This is to reflect an increase in electricity consumption and not price – last year we had a budget of £162,000 and we spent £172,000). There is a mistake in schedule 9 though. £20,000 has been moved to schedule 8 but have not been deducted from schedule 9. That £20,000 will be credited to the neighbours and that amounts to an estimated £40 per flat. It is important to note that the electricity costs have now been apportioned across the different schedules: e.g. Gym costs now include some electricity costs but the gym costs as such have not increased in relation to last year. Some people commented the possibility of installing sensors so that the light is switched on only when someone passes by. Tony explained how in the rubbish area it was working like that until a concierge fell as there was some rubbish on the floor that could not be seen on time. - HIU: It is now considered an extension of the landlord equipment and a new entry of 	<p>-</p>

	<p>£17,000 has been included in the budget for a contract with Switch 2 whereby any issues with hot water in our apartments will be fixed by them. Peverel tried to get a contract with Utilicom as they are not happy with the service Switch 2 provides, but the meter reading machines are not universal (so that anyone can serve them) but made by Switch 2 and managed with their software. Moving forwards Peverel will look into other companies and take legal action if necessary. Tony also mentioned how the 2 years warranty period runs from the moment when the equipment was installed and not from the date our flat was completed.</p> <ul style="list-style-type: none">- Thames Water letter: This was a mistake and water is still paid through the service charge as Barratt installed the individual meter readings but Thames Water only installed the general meter reading that supplies water to the whole development. Therefore Thames Water refuses to take care and bill as per the individual meter readings and this dealt with through the service charge reconciliation- Buying in bulk: When possible, Peverel buys in bulk trying to get a competitive price. Each development is analysed independently though. Andy Fowles from Peverel is the person responsible for this. The Switch and Elektron Trust Fund is in an independent and separate account from the other developments.- Details on current contracts with suppliers: On the Consort website, 'The active' is to be rolled out so that we have access to all the details and be sure that we are getting value for money.- Door entry system with BT: Every time someone calls to enter the building there is a call charge that goes to the concierge costs entry. Tony to look into it as some flats are linked to mobile numbers and the costs seem excessive. We may move from BT to another provider a lot cheaper.- Peverel: Tony highlighted the fact that any information required can be provided on	
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	request and that everything is up to scrutiny.	
5. Peverel: Concierge, cleaning, handyman & Security	<ul style="list-style-type: none"> - Vandalism in our development: A kid who lives in Virginia Quay has been given a restriction order. Tony has met with the police and he has handed CCTV footage to them but the police said they need physical evidence of the crime. More cameras to be installed so that the Proton tower entrance and lifts areas and the black spot in the Switch House are covered. PA system also in place (it follows movement). A neighbour suggested taking pictures of the offenders to deter them from committing a crime, always when it is safe to do so. Another neighbour mentioned the possibility that some residents are to blame for some damage to the building (Proton – Social houses?) and requested more CCTV to which Tony replied that there are some budget constraints. Tony to keep us up to date with new cameras installed. - Concierges not being at their desks or using the phone for private conversations – especially at night: Tony looking into this. He has looked the CCTV cameras and disciplinary actions have taken place. They should not been away for more than 15 min (apart from the 1 hour break). He also looks at the phone bills. - Proton bay: There seems to be always cars parked for more than the established 2 hours for visitors. Neighbours to notify when this happens with some details. - Cleaning costs related to people leaving the rubbish outside the designated areas: These neighbours could be charged with some costs as this means someone leaving the desk to deal with this issue. Neighbours to notify Tony /concierges if we have information. - Council pick up forms: Many of the neighbours who attended the meetings have already signed this form giving both or just one of their 2 free annual pick ups from Tower Hamlet. This will help to keep costs down. The signs with the instructions could be located on the door or be bigger. Tony to increase the size of the signs or add more 	-

	<p>on to the door. We to send more forms through the post box in case other neighbours want to donate their free pick-ups as well.</p> <p>-</p>	
6. Parking space for Motorbikes	<p>- Motorbikes/ scooters in the parking areas: Informal agreements between 2 parties (with a copy to Tony/concierges) could take place as long as both vehicles are within the designated parking space.</p>	-
7. AOB	<ul style="list-style-type: none"> - Gym: Some neighbours requested Tony to put some signs reminding people to turn off the TV and the air conditioner when being the last person leaving the gym. Tony to put signs in the gyms. - Fire procedures: After the incident in the flat on the 4th floor in Elektron Tower, the firebox is going to contain all the keys for the lift and anything else the firemen may need such as the schematics of the buildings. Tony to confirm when everything is up to speed. - Plants around Switch House: Many people seem to use an area to sit down and drink. A neighbour suggested planting something to deter people from using this space to drink/socialise. Tony to investigate as there are many cables around the area and we need to know how deep those plants would need to be. - Reserve Fund: How much have we got at the moment? If someone wants to sell his/her place, what would happen? Tony to provide information. - Crossrail insurance: Trevor Seymor has information about this. Tony to look into this. - Sky: If people have issues with the reception of the channels from their Sky box, they must contact the concierge first of all so that the communal installations can be checked and we can disregard there is an issue there. If everything is ok, it is up to the private owner to seek help. (Barratt if still within the warranty period or an electrician). 	-

	- White tile missing from Proton Tower	
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ITEMS PREVIOUSLY DISCUSSED

OTHERS:

Contact details for Acting Officers:

Acting Chair: Paul – email: info@elektronresidents.co.uk ; Flat 56 Elektron Tower

Acting Secretary: Geeta – email: secretary@elektronresidents.co.uk ; Flat 82, Elektron Tower

Acting Treasurer: Marta – email: treasurer@elektronresidents.co.uk ; Flat 210, Proton Tower