

**Elektron & Switch House Resident Association
Monday 21st November 2011 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 Chaired the Elektron & Switch house residents association meeting and thanked everyone for attending - Further queries and suggestions from those who sent their apologies, as they couldn't make it, were also raised at the end of the meeting and the below summarises the issues discussed and actions to be taken. 	-
2. Update on Previous issues raised	<ul style="list-style-type: none"> - At the beginning of the meeting Tony addressed the main items from the previous meeting agenda, these being: - Individual meter readings accessible to private owners: Tony confirmed this will be published on the Consort website that you can access with your usual login - The insurance document has now been uploaded to the Consort website for everyone to read. - The pipe schematic for the development is now available upon request, this may prove handy if/when having any internal issues with your flat pipes, etc - Request of list of concierge's responsibilities: A detailed list will be sent out by Tony and we will publish it on the Elektron resident's website. - 	-
3. Elektron Financial Accounts	<ul style="list-style-type: none"> - Tony stated that the service charge reconciliation ending June 2011 will be ready in around 3 weeks, as they are currently being audited. However he provided us with a brief overview of the accounts, highlighting an GBP 80,000 surplus for the Elektron 	-

	<p>development, and slightly lower savings for the Switch House due to a claim currently in dispute.</p> <ul style="list-style-type: none"> - The cost of fitting the new doors and a number of new cameras have also been included in last year's budget. - It was mentioned that the Proton Tower refusal area door that takes you into the corridor to get on to the parking area is always open as it does not close properly. Tony explained that the hinge gets damaged by residents slamming the door when getting in and out. The handyman is constantly fixing it and the issue is being monitored. - Wind turbines: They are still not working due to unresolved Health and Safety issues. Tony has referred this to Barratt who have referred it back to the installers. Barratt to come back to Tony. - A neighbour asked about the energy generated by their use and whether we would be able to sell energy or offset some electricity costs. Tony estimated that the energy generated would amount to around 3,000 GBP the per year, but the maintenance costs are currently 7,500 GBP. He suggested shopping around to find cheaper maintenance contract since it should not be that expensive. - The green meridian light is still not working: Tony said that the original installer holds vital information/equipment. Tony to chase this and find out where we stand on this. 	
<p>4. Setting up a formal residents association</p>	<ul style="list-style-type: none"> - Paul explained some of the requirements and benefits of making our Residents Association official formally or informally. - For it to become official we would need the support /agreement of two thirds of the leaseholders (Tony to find out whether that includes the social houses or just private owners). - It would also need to be formed by an equal representation of residents from all towers. - Tony (and Peverel) could help to distribute a draft letter to all leaseholders (some owners may live abroad and/or rent their flats and it would be helpful to have their address details). - Making it formal may require a small charge to be made by neighbours in order to register and maintain it. A number of neighbours suggested opting for the informal option since it would also bring some benefits, such as having access to the budget before it gets approved and having a voice in terms of budget distribution and also due 	<p>-</p>

	<p>to the fact that the formal option seems complicated.</p> <ul style="list-style-type: none"> - Tony reiterated that the residents have nothing to lose from having a formal/informal association other than the risk of having the RA making a decision that would be binding even if some of the neighbours are against it (e.g. they are abroad). - RA to advise of next step to take. 	
5. Building Development: The Cube	<ul style="list-style-type: none"> - The Cube development and discussion about future buildings in our surroundings: Geeta was meant to be in this meeting to explain in detail where we are standing at the moment but was unable to attend. - Elisabet summarised what has happened so far and there was an exchange of information regarding other possible blocks of flats that may be built in the near future. - We will contact Geeta to give her the option to prepare a summary to be uploaded on the Elektron website for everyone to read. - 	-
6. Building Insurance	<ul style="list-style-type: none"> - Building insurance: Tony clarified that all the pipes and any structural job needed are covered by this insurance; however when there is a claim to be made, the owner of the flat where the issue has originated will have to pay the excess. - Blockages in the pipes are not covered by the insurance. - If contents are damaged, the owner affected will be responsible to make a claim to his private contents insurance company. In absence of such insurance, tough. - There are different excess amounts (e.g. 500GBP for pipes, 250 GBP for windows...) - This led to a conversation about warranties and periods of time we are covered for regarding different items: e.g. balcony door. We may be covered if there is a defect but they could claim it is manhandle. As with every insurer you have to prove your right to be covered. - We agreed that if complaints were made collectively, there are more chances that the manufacturer will accept it as a defect. - It was mentioned that doors may deteriorate over time and Tony said he could recommend a reputable company to fix them, however he warned the service provided for this company won't be cheap as they are not the average local supplier. - Neighbours wanted to know the precise warranty conditions. - A neighbour insisted on channelling complaints collectively about everything (cartridges 	

	<p>etc) to get a better response from the manufacturers.</p> <ul style="list-style-type: none"> - Can we store the info about warranties etc somewhere? Any volunteers to gather this information? 	
7. Rubbish: Recycling	<ul style="list-style-type: none"> - No black bags to be deposited in the recyclable container as they won't be picked up. - Lulu to provide more pink recycling bags. - The occasional issue of lack of recycling containers during the week was discussed, the reason appears to be that there are 2 organic collections a week (Tuesdays and Fridays) and one weekly recycling collection (Mondays) and once the containers are full before the collection day they are moved out of the refuse store. - 	-
8. Car Parking Provider: Costs	<ul style="list-style-type: none"> - There have been a number of complaints due to the phone call cost to book the car parking space for visitors; cost that is borne by the visitor or the person making the phone call on their behalf. - Recently the price was increased and Tony is going to propose the usage of a 0844 number for bookings made between 7am and 10pm and a 0900 more expensive number only to be used during the night period. - He also mentioned that the phone calls shouldn't last longer than a minute (something that is not currently happening). - In any event these car park spaces will soon be lost once the council gets control of the street again. - 	-
9. AOB	<ul style="list-style-type: none"> - Bus 277 route: It was mentioned that this bus will now stop at Budgens, however that road will not be for public use. Bollards will be installed for restricted access. Parking to be allowed on one side of the road only. Further information to be provided by the council. - A neighbour complained about constant work (with the associated noise) on the road and the DLR. Tony thinks they should be finished by Jan 2012 although also stated that is part of the routine of living in London. - One neighbour from the Switch House building has requested Sky Plus and Tony will be requesting a quote. This could be paid from the reserve funds or partly paid from the reserve and partly by the service charge. 	-

	<ul style="list-style-type: none"> - Any issues with the sky signal in individual flats must be first identified as either a flat issue (socket/switch/relay) or the building (the dish). Depending on the issue the responsibility will be the owner's or the building's (Peverel) - In the previous meeting we had requested Tony to find out the commission percentage Peverel is charging for the insurance premium as this can be an area of savings if we were to source this service outside of the Peverel contract. - Tony will look into this and revert the amount back to us. - Owners of shared ownership flats requested a fair spread of the costs across the flats and transparent information to be available. At the moment there are a number of unexplained costs. This information is provided to Genesis and these owners need to contact Genesis to request a breakdown and explanation of these costs. Advice needed regarding how these owners can press Genesis to provide this information. - A few owners of shared ownership have requested access to the gym. Proposal to be sent out to the private flat owners for a decision and details (i.e. charges to be applied and offset against the gym schedule) - A final point discussed was a potential saving proposal based on the reduction of the number of concierges during the night shift. RA to find details of this option and revert back to residents for a decision to be made. - Council collection authorisation letter to be resent to neighbours willing to donate one or two of the free collections they are entitled per year to be able to reduce the amount we all pay through the service charge. Letter to be resent by email. 	
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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

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