



## Acton Gardens Housing Sub-group – Meeting Minutes

**Date:** Monday 3<sup>rd</sup> June 2024 @ 6.00pm – 7.00pm

**Venue:** L&Q Office, Acton Gardens, Unit B, Donne Court, W3 8YG

**Present:**

**Apologies:**

Untza Sale (US) – RBM Slobodan Vuckovic (SV) – RBM Daniel Alves (DA) – RBM Ali Abdullahi (AA1) - RBM  Shakira Henry (SH) – AHM (L&Q) Rochelle Mountain (RM) – NHL (L&Q) Jermaine Wellesley (JW) – NHL (L&Q) Angela James (AJ) – HOH – L&Q Georgia Metzger (GM) – L&Q	Adham Aloka (AA) – Resident Board Member Daniel Lamptey (DL) – NHL (L&Q) Ayan Ali (AA) – NHL (L&Q) Celeshia Mckenzie (CM) – NHL (L&Q)
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<b>1.0</b>	<b>Introductions/Apologies</b>
1.1	AA, DL, AA & CM - Apologies
<b>2.0</b>	<b>Housing Management Tracker</b>
2.1	SH presented the tracker and advised that following the feedback received in the previous meeting to simplify the format, the tracker had now been amended. SH explained that the current items had now been sectioned into categories with clear updates and timescales and more user friendly. The previous tracker has been attached to the documents to refer to if needed.
2.2	SV agreed the tracker looked better and was happy to see that actions had decreased and being progressed. SV asked why the turnaround time for repairs takes so long. The

	<p>general feeling amongst residents is that they are not happy with the length of time it takes for repairs to be completed. SH advised there are various reasons why repairs take longer than expected such as no access, awaiting parts, operative/engineer sickness and department responsibility. SH advised that the HM team will keep residents informed on the progress of repairs and will also provide feedback to the relevant teams to assist in improving the service.</p> <p>2.3 AJ also added that we are trying to complete jobs as soon as possible and are working on improving the timescale from when the order is raised to when it is completed.</p> <p>2.4 SH went through the remaining updates for the current matters listed on the tracker. The painting works required to the lobby areas for Phase 3.2 has been accepted by the Scheme Improvement team and currently waiting for the date works can commence.</p> <p>2.5 Roof garden maintenance – SH advised the contractor will be attending site in the next few weeks to provide the 2<sup>nd</sup> quote. Once received an update will be provided on the approved works.</p> <p>2.6 Grounds maintenance – SH advised that works are ongoing and the NHLs are to raise any issues with the contractor that are noted during their monthly estate inspections. US raised the concern with the plants being maintained due to the lack of them being watered. AJ advised that this had been previously raised to our Estate Services team regarding access to the taps but advised that residents are not permitted to access these. GM advised this could be an opportunity for Neighbourhood Champions to have more of an active role and apply for funding to make local improvements. SH advised they would get clarity on the options available regarding the watering as this is not included within the current GM contract.</p> <p>2.7 SH advised that the communal window cleaning had yet to be scheduled but is chasing for an update regularly. SH also confirmed that the service is for communal windows only and residents are expected to clean their own windows.</p>
<p><b>3.0 NHL Priorities</b></p> <p>3.1</p>	<p>RM and JW provided an update on their patches. RM advised that she has good working relationships with her caretakers and carries out joint monthly inspections to ensure the buildings are safe and repairs are picked up. JW advised that his priorities were addressing outstanding repairs and ASB. JW also expressed his frustrations as a NHL trying to get repairs progressed but the blockages that can arise with the contractors and identifying who will take responsibility to carry out these repairs.</p>

<b>4.0</b>	<b>AOB</b>  No AOB
<b>5.0</b>	<b>Date of Next Meeting</b>
5.1	Next meeting to be scheduled in August 2024 based on bi-monthly frequency.