



Lisgar Terrace Steering Group Minutes

6pm on 10 February 2021 via Zoom

Attending

Name	Title
Adriana Peixoto	Resident
Lauren Howard	Resident
Frances O'Mahony	Home Services Manager
Ian Pattinson	Senior Regeneration Manager
Emma Barnett-Warden	Area Services Manager
Tony Hughes	Head of Home Management
Alison White	Community Engagement Manager
Paulina Cumbicus	Customer Involvement Officer
Ron Frances	Durkan - Project Manager
Anna Vachou	Estate Care Operations Manager
Matt Perry	Senior Landscape Architect – Levitt Bernstein
Dirk Lampe	Community Partnerships and Projects Manager

Apologies

Name	Title
Hilde Rodriguez	Resident
Jo Philpot	Resident
John Blake	Resident

Meeting Minutes

Minute	Detail	Action
1.	<p>Welcome, apologies and introductions</p> <p>Introductions were made around the table.</p>	
2.	<p>Actions from previous meeting 19 November 2020</p> <p>Top soil – will be left until Spring or will become a mud bath due to weather.</p> <p>Sharp metal corners have not been lowered and at Merlin Court appear to have become worse. Jeff (estate operative) has tried to lower this last week so Frances will ask him to attend again.</p> <p>Bin stores – lighting has been changed. Adriana mentioned that the sensor did not seem to be working as it should. Ron advised the sensor may need to be altered to increase the sensitivity.</p> <p>Tradesman button on gate – Ian confirmed that there will be a minimal cost</p>	<p>F'OM</p> <p>Durkan</p> <p>IP/AW</p>



	<p>(about £2k) to the service charge which would be spread across the whole estate. Adriana would like more information on how robust the gates will be. Who would have access to overriding the gates? Will emergency services be able to access? Consultation via newsletter to all residents about the hours the gates will be open.</p> <p>Ian confirmed the gates are only for cars as there is a separate pedestrian access.</p> <p>Ian to provide a spec for the gates to Home Management.</p> <p>Time capsule – Ian proposing to put to SHG Board for financial sign off at the end of February.</p> <p>Tour of the building to be carried forward to next meeting due to Covid</p> <p>Virtual tour of the building – QR code to be included in newsletter for link to the tour.</p> <p>Photos to be uploaded to new platform – to be rolled over to next meeting.</p> <p>Scaffolding – will be coming down shortly and entranceway to be changed in the next 3-4 months.</p> <p>TRA – no responses received.</p> <p>Suggestion box – Ian to look into (stating new location) and include in newsletter.</p> <p>Newsletters – used to be a steady stream from SHG and Durkan. Last communication received from Durkan is from Summer. Would be good to have more communication about individual works or noisy works taking place. Some works have not been planned such as UKPN but as much of the work is inside, Ron advises there is not so much to update on.</p> <p>From mid March until July, more landscaping works are due to be carried out which are likely to be very noisy. It was agreed this information could be included in a general newsletter by the end of February.</p>	<p>IP</p> <p>IP</p> <p>IP</p> <p>IP/AW</p> <p>AW</p> <p></p> <p>IP</p> <p>Durkan</p> <p>Durkan</p>
3.	<p>Lifts update</p> <p>Tony provided an update on the lifts at Georgiana Court as the lifts had repeatedly failed. Tony confirmed SHG had instructed a consultant called Calford Seaden and they have conducted an inspection on 25 January.</p> <p>Calford Seaden have looked at the call out records for the past 12 months. There was an increase in call outs from October-December. Recommendations have been made and SHG are taking this forward.</p> <p>Tony will ask about all lifts on the estate as similar issues are being experienced in many blocks. Ian advised that when the AOVs open, the lift resets to ground floor and so requires manual re-setting. The delays</p>	<p>TH</p>



	<p>present thought probably not.</p> <p>Discussed people walking over the grass or children using it for various purposes – Matt advised could consider using a more hardy turf.</p> <p>Anna has spoken to the gardeners who manage the site and who are very willing to work with residents/contractors and hope to be able to maintain the grounds to a high standard.</p> <p>Anna advised the grounds operatives are really experienced and are looking forward to being involved.</p> <p>Ian advised would be good to do a walk around with residents, Estate Care and Levitt Bernstein. Georgiana Court appears to be the best presented courtyard possibly due to less children and better layout.</p> <p>Could we paint the metal hatch doors (where the light bollards are situated) – could look at spraying them and then putting aggregate on (sandy colour)</p> <p>Will try and commit to a walk about before the next meeting, depending on the latest Government advice re Covid.</p>	<p>IP/AV</p> <p>IP</p>
<p>5.</p>	<p>Contractor/Development project update</p> <p>Completion dates for Block E – 7th July.</p> <p>Some scaffolding has come down and Durkan are working internally in the units.</p> <p>Changes going on outside – landscaping and opening the road will be worked on during April/May/June. Durkan will give plenty of notice and will close off current access and the area will be landscaped. Will look from the outside much more finished.</p> <p>All scaffolding to be removed by mid March.</p> <p>All blocks are water tight and installing last lift and carrying out the fit out works. Gas, water etc have been connected to all new homes.</p> <p>Completion of all work and handover still on target – December 2021.</p> <p>Query about lifts in Phase 5 – they are Omega and approximately the same spec as previous phases. Internally they will be a slightly better spec and look different as the service charge is higher.</p> <p>Suggestion that the manuals are all photocopied/have a hard copy on site and/or are easily accessible as this has been a problem previously.</p> <p>Ron advised if there are any issues, please speak to the site team immediately and they will try to resolve ASAP.</p>	<p>IP/Durkan</p>



<p>6.</p>	<p>Parking – traffic management plan</p> <p>It was felt the parking spaces to the back of the development became more narrow during the works.</p> <p>Standard car park bays are 2.4m x 4.8m – possibly these spaces are smaller than this. Ian advised we will look at this when completing the estate inspection and will look at the diagonal spaces too.</p> <p>Ian referenced the estate plan with the parking spaces on and pointed out the designated spaces to the side wall where contractors and deliveries would use. We can extend the length of the parking spaces to make it better for vans and would impose a 25 minute max wait (unless a contractor). Residents in agreement this seems to be the best positioning for this but likely to be only 4 spaces available and with designated signage.</p> <p>Car charging point – have not been able to include this and may be cost prohibitive to both SHG and residents but Ian/EBW will look into this.</p>	<p>IP</p> <p>IP/EBW</p>
<p>7.</p>	<p>Community fund/grant update</p> <p>The money put aside, approx. £35k was to be used for employment purposes and has been spent.</p> <p>All residents have access to SHG’s grant scheme and is in place to benefit all residents who live on the estate.</p> <p>Dirk advised we can help support residents if they wanted particular activities to be held at the community centre and will help fund them. SHG will also provide support to residents if they wanted to hold tenant led activities.</p>	
<p>8.</p>	<p>Operations update</p> <p>Lifts – since last meeting (apart from Georgiana) have been working ok although issues with AOV on a couple of occasions.</p> <p>Lift checks are happening and so will be out of action for a short period of time – Frances will put notices up to inform residents.</p> <p>Estate inspections are still on hold at present but Jeff is reporting back.</p> <p>Monthly pest control is continued to be carrying out.</p> <p>Deep clean arranged for 1st and 2nd floor Merlin Court.</p> <p>Unfinished archway needs rendering – Ian to speak to Durkan.</p>	<p>F’OM</p> <p>IP</p>
<p>9.</p>	<p>AOB</p> <p>Paulina will step down from attending unless something resident specific</p>	



	about TRA/resident involvement.	
10.	Date and time of next meeting 6pm on 12 th May 2021 – virtual or venue - TBC	