

**Meeting between Barking Reach Residents Association, Barking Riverside Limited (BRL), London & Quadrant (L&Q), Pinnacle Places and RMG**  
**18 March 2019 at BRL Offices, Fielders Crescent, Barking, 7:30pm**

**Present:** Matt Carpen, BRL, Oliver Miller, Head of Housing, and Alex Elsy, regional manager, Pinnacle Places, Michelle Ivey, Regional Manager, RMG, Pete Mason, Chair, Nuno Amorim, Secretary, Venilia Amorim, Treasurer, Barking Reach Residents Association (BRRA)

**Apologies:** Pat Lee, Head of Service, L&Q

### **1. Security**

Pete Mason outlined the issues leading to the residents' association requesting this meeting: the last BRRA meeting discussed thefts of cars, bikes, motorbikes, and now letters and parcels from inside the blocks of flats. Consequently, reported mugging of delivery driver(s), police being called repeatedly. Zoe Pickering (RMG) reported calling the police. Doors and shutters in blocks under both Pinnacle and RMG management found to be not secure on recent inspection.

The RA meeting therefore instructed the officers to request from management the costing of further CCTV investment and night wardens.

Michelle reported that RMG staff had witnessed an incident where youth were in a block smoking weed. RMG called the police to attend to the situation. She reported that the youth were also unsetting the security doors after an RMG employee had reset them. This needs to be followed up.

### **CCTV**

Matt Carpen reported exploring plans to install extra CCTV, initially at landlord's cost but details to be kept confidential.

Pinnacle reported that the recent forcing of a shutter in a block they managed had been caught on CCTV and the police now had the footage.

RMG reported that CCTV camera angles would have to be adjusted to catch those unsetting the security doors, and further surveillance is needed to catch those smoking weed and carrying out acts of vandalism.

RMG reported that issues are reported to the police but that the police are not quick to request CCTV footage, which is readily available to them, sometimes causing a delay of several weeks.

### **Night Wardens**

Matt Carpen reported BRL planned to increase the number of local police from two to four, through a funding arrangement again at the cost of the landlord. This is to be matched by the Met Police as they have a 'buy one, get one free' programme. He noted, however, that if and when PCs are required outside of Thames Ward, they will have to attend to those call outs.

Neither Pinnacle nor RMG offered a costing for a night warden.

### **Caretakers**

Michelle reported a caretaker has been employed to go from block to block in the RMG operated areas, for instance resetting security doors that have been unset, shutters whose sensors have been blocked, and keeping the blocks in good order. This should be a cost saving compared to continual call-outs to service engineers. Caretakers can also become familiar with residents and identify areas where residents may not be compliant with their tenancy or leases.

### **Security guards**

Pete Mason raised that prestigious blocks have security guards on a front desk, (where there is only one main point of entry). Is it realistic to have security guards in the blocks managed by RMG? Would they make people feel safer?

### **Fire wardens/marshal**

Michelle reported that fire wardens would be withdrawn from the blocks where they had been installed

because the remedial work required to meet fire safety standards had been completed.

### **Letter to residents**

Pete asked if a letter could be sent out by Southern Housing and RMG, for instance stating that there had been a recent incident where an employee of RMG had had to call the police. That this was a very serious issue. This should remind residents that there is no smoking in the block, and requesting residents if they could ensure that their visitors act responsibly, and not to hang about the corridors outside other residents' homes and cause damage, as this might invalidate their tenancy or lease.

### **2. Parking and enforcement**

Pete raised that residents are requesting costings of the different levels of enforcement of parking so that they can make an informed decision as to whether to place it on the service charge or remain with the hated Link Parking.

Matt Carpen reported that the tender to three enforcement operators: Link Parking, PCM and Gemini Parking Solutions, was going out in the next few weeks and feedback should be expected by mid-April. They will be asked to report on compliance with code of conduct, frequency, parking charges, permit allocation and replacement, their zero cost option and alternative models. The quality of their reply will determine the appointment.

Pete reported that residents are pressing for the relaxation of parking restrictions in the Minter Road and Handley Page Road area. The removal of the 'no entry' restrictions for the bus lane would free up space for parking. Matt Carpen reported that Transport for London insisted on a bus lane as part of the modal shift to the green plan to free up the buses from any traffic jams and thereby encourage people to use public transport travelling to the train station which will be built, leaving their cars behind. The bridge connecting Crossness Road to Handley Page Road will be completed by the end of the year and the RA can engage with TfL about this then. A meeting with TfL and the head of the local school had not taken place as yet.

### **3. Heating and hot water**

Pete reported that the RA continues to be informed that the hot water supply to the bathrooms of residents in Robert Lewis House has always been tepid and quickly turns cold. Pat Lee submitted a written reply that the heating was operating at full capacity and that any residents who were experiencing problems with the heating or hot water should report them to L&Q so they can be looked at individually.

Matt Carpen reported that L&Q Energy had commissioned a survey, which should be completed at the end of this month with the plan to operate and maintain all blocks on the estate, including the Adriatic-owned blocks. A letter will be issued. Costs of temporary heating and any remedial work will be at the landlord's cost, as previously stated by RMG in a letter sent to residents in December of last year.

### **4. Service charge**

The officers noted that on their visit to see the service charge supplier invoices, no invoices were available for inspection, that Pinnacle had promised to email them, but they still had not been received. Ollie promised them the following day. A date needs to be set to see the next year's invoices (2015/2016). Ollie said he had sent some proposals. This was postponed to be sorted out by email.

### **5. Barking Riverside Community Interest Company**

Drop in session has been pencilled in for the 11th April. The RA stated that they were not convinced that an informal session would serve the purpose of establishing anything definite, and the officers had not replied to the email from Sarah while awaiting a committee decision on how to respond. Matt Carpen suggested that an informal setting would be best to talk through options with the RA and TWCP and other stakeholders.

## **6. Any Other Business**

Venilia reported on the poor maintenance of the estate, namely Pinnacle's cleaning strategy. Copious amounts of bread thrown across the greens around the estate for the birds had not been removed, causing a potential rodent problem. Also dog bins were overflowing and have not been emptied for weeks. She went on to say that not many residents engage with Pinnacle through the online system Dwellant.

Ollie introduced Alex Elsy who joined Pinnacle last week as regional manager and will be overseeing the estate. Ollie also noted that Pinnacle is in the process of changing its online portal and will shortly be informing residents.

**Meeting closed at 8.40pm**