

Bow Cross Residents Board Minutes
23/05/2018
Bow Cross Community Hall – 2A Rainhill Way, London E3 3EY

C Green-Burke	Adams Terrace (Chair)	(CG)
R Yusseff	Rainhill Way	(RY)
L Bianchi	Rainhill Way	(LB)
M Muktar	Rainhill Way	(MM)
V Uwhowho	Rainhill Way	(VU)
H Katongle	Hackworth Point	(HK)
M Cantain	Priestman Point	(MC)
E Navin	Regional Neighbourhood Service Manager	(EN)
M Rahman	Project Officer	(MR)
R Nzoghe	Caretaking Team Leader	(RN)
S Khan	Customer Service Officer	(SK)

<u>Item</u>		Action
1.	<u>Welcome and Introductions</u> CGB (Chair) welcomed everyone to the meeting and everyone introduced themselves.	
2.	<u>Apologies for absence</u> None	
3.	<u>Minutes and Action Sheet from the last meeting:</u> Actions were discussed; actions were noted here and reflected in the action sheet.	ALL
4.	<u>Matters Arising</u> 4.1 Discussion of Bow Cross service closure was discussed, letters have been sent out to residents informing of the changes that will be taking place and so far, no response from any of the residents in regards to the changes. EN advised that the office will remain open as usual and residents will still be attended to by other staff members when needed. The proposed starting date is week beginning 4 th June 2018. It was agreed this can be reviewed at any time and the provision of a 20 hour reception service could be reinstated if concerns are raised about the service given or facilities provided. A Member of the Housing Team will be available on Mondays 9am-5:15pm and Thursdays 9am – 1pm. On Wednesdays, Welfare Benefit Advice officer	

	<p>will be available from 1pm – 5:15pm. The reception area will be open Monday – Friday 9:00am – 5:00pm and residents will have the facility to use a direct dial telephone service to the housing, Rent teams and Axis Repairs.</p> <p>4.2 HK raised issues with the IT suite facility where the equipment is not efficient enough for residents to use as there seems to be problems with printing and using the internet. As a result residents are not using the facility as much as they want to.</p> <p>EN stated this will be considered and see what ways we can improve the facility for residents.</p> <p>4.3 VU raised concerns that she was informed the re-cycling bags are no longer being issued by concierge or reception. SK has informed that re-cycling boxes have been ordered and this will be provided again by reception and concierge.</p> <p>4.4 MM informed that the entrance door handle of Block 81 Rainhill Way needs to be fixed as it has come loose.</p> <p>4.5 HK also reported that the intercom camera at Hackworth Point has been scratched and therefore residents are unable to tell who it is until they approach the second set of doors.</p>	
<p>5.</p>	<p><u>Estate Services</u></p> <p>RN introduced himself and advised he is taking over Dean Woodley. RN will look into repairs, cleaning service and try deal with resident’s queries.</p> <p>RN informed about Priestman Point entrance door and Swan are looking into similar approach as Hackworth Point of having two set of entrance doors where resident will use fob keys to get in and this should help in reducing ASB activities.</p> <p>RY and MM raised concerned about cleaning service provided at block 61 Rainhill Way where caretaker come in to the block sign the sheet but no cleaning service is carried out.</p> <p>RY requested if they can have access to the keys to the notice boards to which RN suggested caretaker can come to the residents after block has been cleaned to get a signature from them.</p> <p>RY raised concerns about junk mails being left by residents and if a bin could be provided to dispose of unwanted mails. RN informed this service will not work due to health and safety as an intruder can easily put this on fire and cause problems. However, other solutions will be looked into.</p>	
<p>6.</p>	<p><u>Housing update</u></p> <p>No further housing update given apart from the proposed new timings of service at Bow Cross commencing from 4th June 2018.</p>	
<p>7.</p>	<p><u>Community Development Update</u></p>	

	<p>MR informed job club will be hosted at the Reach and this will be bought to Bow Cross estate.</p> <p>MR to contact committee members separately to discuss this further.</p> <p>CGreen queried about summer activities at Bow Cross Estate, which MR is Investigating and will discuss with members further.</p>	
<p>8.</p>	<p><u>Feedback from the Resident Consultative Committee (RCC)</u></p> <p>LB advised next RCC was the following evening and asked if there was anything other members would like him to discuss. No issues identified at this time.</p>	
<p>9.</p>	<p><u>Any other business</u></p> <p>9.1 VU raised concerns about pigeon fouling on her balcony and bedroom window ledges. VU aware of pigeon spikes being up in Stephenson Close and would like to know why block 31 Rainhill Way has not been done.</p> <p>EN explained that the funding for pigeon spikes for Stephenson Close was an estate improvement funded from last year. It was agreed this can be looked into for this year a new estate improvement. SK to attend VU on Thursday 24th May to look at the issue raised and address.</p> <p>9.2 VU and RY queried about the small notice boards being put in blocks around the estate. RN explained this is due to the fire health and safety where the big notice boards will be removed hence the reason for small notice boards.</p> <p>9.3 CGreen raised issue of large items being thrown from Priestman Point and Hackworth Point and what actions can be taken to prevent this from occurring.</p> <p>Letters have been sent out to resident on numerous occasions regarding this matter and raised concerns about health and safety of pass buyers.</p> <p>MM advised of CCTV being checked to identify residents who are leaving rubbish near the bin chutes instead of disposing them correctly, in response EN advised although camera can be checked but it will not determine the address of the resident.</p> <p>9.4 HK queries about the opening of the basketball court on Sundays as people are climbing on top to gain access.</p> <p>CGreen suggested if a set of keys can be given to committee to open the court for children on Sundays. RN asked about taking on the responsibility if an incident occurs and who will be liable for what happens during the time Swan are unable to monitor it during Sundays? RN explained as this is Swan's land, responsibility falls within Swan.</p> <p>EN also raised issue if key is given and court is not locked who will be taking responsibility. MR advised this raises concerns of liability issue and this is to be discussed in next meeting. More options to be bought to the next meeting regarding the matter.</p>	

12	<u>Date of next meeting</u> Wednesday 18 th July 2018	
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