

Exmouth Estate Residents Board Minutes
14.02.2018
Exmouth Community Hall – 39 Cornwood Drive, London E1 0PW

Elaine Navin	Neighbourhood Services Manager	(EN)
Polly O'Callaghan	Neighbourhood Services Officer	(PO)
Diane Hammond	Estate Services	(DH)
Dean Woodley	Estate Services	(DW)
Mamnun Rahman	Community Development Project Officer	(MR)
Abi Akande	Income Manager	(AA)
Tony Jarvis	Axis Supervisor	(TJ)
R Bamber	Clovelly Way	(RB)
V Bamber	Clovelly Way	(VB)
J Holland	Clearbrook Way	(JH)
B Holland	Clearbrook Way	(BH)
D Appleton	Jamaica Street	(DA)
K Coughlin	Musbury Street	(KC)
Tony Wright	Jubilee Street	(TW)
A Jeyes	Jamaica Street	(AJ)

<u>Item</u>		
1.	<u>Welcome and Introductions</u> Chair welcomed everyone to the meeting.	
2.	<u>Apologies for absence</u> J Fox – Clearbrook Way J Moughton – Clovelly Way	
	<u>Accuracy of previous minutes</u> Proposed by KC and seconded by JH	
3.	<u>Matters arising/ Action Sheet</u> AA provided an update on the welfare reform, giving an explanation of Universal Credit and how to support residents who may be struggling or falling into rent arrears. A brief explanation of the 1% rent reduction was given. An update was also given regarding changes to rent and service charges for General Needs tenants and Leaseholders. 3.1 An update was provided regarding the work to install coverings above the main entry doors. This work has been completed in Cornwood Drive and Musbury Street. 3.2 PO advised that letters had been sent to non-Swan properties in Arbour Square (following previous letters to non-Swan residents in Summercourt Road) regarding fly-tipping. This situation will be monitored for improvement.	 AA TJ PO

	<p>3.3 The update regarding cleaning on the Exmouth Estate was provided under AOB.</p> <p>3.4 PO will be inspecting the Estate and discussing works to be carried out with Nick Kyprianou on 1st March.</p> <p>3.5 Covert CCTV was installed in Jamaica Street from 17/01/18 – 31/01/18 and PO has been liaising with the Safer Neighbourhood Team to try and identify the youths loitering and causing ASB. PO reviewed the CCTV with the PCSO who did not immediately recognise the youths but advised they would circulate the CCTV throughout the team and investigate further.</p> <p>DA raised concerns that residents may confront the group themselves. EN encouraged residents to continue reporting this ASB to 101 as this will also raise the priority of the issue.</p> <p>RB also queried the possibility of installing CCTV at the entrance to the block. EN advised that this may involve an additional cost to residents which she will look into. EN also suggested that dummy cameras could be installed with signs advising that there is CCTV monitoring in place.</p>	<p>DH</p> <p>PO</p> <p>PO</p> <p>EN</p>
4.	<p><u>Resident Involvement and Community Development update - MR</u></p> <p>4.1 A phone repair course is being offered which will provide accreditation for learning how to assemble and repair a phone.</p> <p>4.2 The homework study club in Blackwall Reach is open to all residents and the youth club is running four nights a week on the Exmouth Estate.</p> <p>4.2 New activities will be held from March and these will be open to all Swan residents. Suggestions by residents for new activities are welcome.</p>	
5.	<p><u>Feedback from the RCC</u></p> <p>5.1 The RCC discussed the rollout of Universal Credit and consequent issues as well as the latest statistics relating to rent arrears and gas safety.</p>	RB
6.	<p><u>Leasehold services</u></p> <p><i>There was no leasehold update.</i></p> <p>6.1 JH requested an update regarding possible rebates on service charges.</p>	
7.	<p><u>Housing update</u></p> <p>7.1 PO provided an update on the current ASB cases (one relating to drugs misuse, one relating to verbal harassment/ intimidation, one relating to drugs misuse and loitering, one relating to noise nuisance).</p> <p>EN requested that any residents who are impacted by the ASB in Clearbrook Way come forward because witness statements will strengthen Swan's case against the perpetrators by corroborating the images captured by the covert CCTV camera.</p>	PO

<p>8.</p>	<p><u>AOB</u></p> <p>8.1 DA reiterated concerns regarding the cleaning on the Exmouth Estate. BH also raised concerns regarding litter around the estate.</p> <p>DH explained that it has been acknowledged that the cleaning is below standard and action is being taken to resolve this. The caretakers' schedules of work are being reviewed as well as the quality of this work. The noticeboards have also now been updated. An action day has taken place and a second action day is being arranged. DA questioned that Tower Hamlets had more dedicated caretakers when they managed the estate and raised concerns about the impact of caretakers taking leave. DH and DW confirmed that there are enough members of staff to carry out the required work.</p>	<p>DH</p>
<p>9.</p>	<p><u>Date Of Next Meeting</u></p> <p>The next ERB meeting will be held on 21st March 2018.</p>	