

**Exmouth Estate Residents Board Minutes**  
**21.03.2018**  
**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)
Tony Jarvis	Axis Supervisor	(TJ)
R Bamber	Clovelly Way	(RB)
J Holland	Clearbrook Way	(JH)
B Holland	Clearbrook Way	(BH)
D Appleton	Jamaica Street	(DA)
K Coughlin	Musbury Street	(KC)
J Mouhgton	Clovelly Way	(JM)

<u>Item</u>		
1.	<b><u>Welcome and Introductions</u></b> Chair welcomed everyone to the meeting.	
2.	<b><u>Apologies for absence</u></b> M Rahman – Community Development Project Officer J Fox – Clearbrook Way A Jeyes – Jamaica Street V Bamber – Clovelly Way	
	<b><u>Accuracy of previous minutes</u></b> Proposed by DA and seconded by KC	
3.	<b><u>Matters arising/ Action Sheet</u></b>  <b>3.1</b> An update was provided regarding the work to install coverings above the main entry doors. However, due to poor weather, the work has not been completed across the Estate. There are three doors remaining (two in Musbury Street and one in Clovelly Way). This work will be completed on 24/03/18 weather permitting.  <b>3.2</b> The update regarding cleaning on the Exmouth Estate was provided under AOB.  <b>3.3</b> PO met with Nick Kyprianou on 1 <sup>st</sup> March to discuss decorating works on the Estate. NK is currently liaising with Axis regarding replacing lift flooring where necessary and re-painting gates and railings.  <b>3.4</b> DA explained that the ASB in Jamaica Street had quietened down for about two weeks and then started again on 17/03/18. EN advised that Swan	TJ  DH  PO  EN

	<p>is meeting with the community safety company Parkguard to discuss the possibility of patrols on the Estate to discourage loitering and ASB. DA suggested that this would be most beneficial on Friday nights and weekends as this is when the ASB usually takes place. RB suggested that upgrading the corridor doors in Jamaica Street to security doors may reduce the ASB. PO suggested that security doors may not significantly improve the situation as we believe non-residents use drop keys to gain access to the block. EN will continue liaising with the security company to consider potential solutions.</p>	
4.	<p><b><u>Resident Involvement and Community Development update - MR</u></b></p> <p><i>There was no Resident Involvement and Community Development update.</i></p> <p><b>4.1</b> – RB advised that outdoor gym equipment on the Estate is being considered and a consultation will be carried out.</p>	
5.	<p><b><u>Feedback from the RCC</u></b></p> <p><b>5.1</b> RB provided an overview of the minutes from the latest RCC meeting. This included information regarding 'Performance Score Cards' for gas servicing and telephone performance, a focus report on repairs, an update from Resident Involvement and Community Development, and information regarding grants, including estate improvement grants.</p>	<b>RB</b>
6.	<p><b><u>Leasehold services</u></b></p> <p><i>There was no leasehold update.</i></p> <p><b>6.1</b> JH raised that they had received a letter regarding the fire safety of their property's front door. EN apologised that they had received this duplicate letter and will ensure this does not happen again.</p>	
7.	<p><b><u>Housing update</u></b></p> <p><b>7.1</b> 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, and one relating to vandalism and damage to property).</p> <p><b>7.2</b> RB mentioned that he had given a compliment to PO at the RCC for work to assist Mr Hines-Tabner after he had been burgled.</p>	<b>PO</b>
8.	<p><b><u>AOB</u></b></p> <p><b>8.1</b> JH queried the number of cleaners on the Exmouth Estate and whether this is accurately reflected in the service charges. RB suggested the service charges represent paying for the work which is carried out rather than the number of cleaners.</p> <p>DA raised concerns that the floors in Jamaica St are not being mopped. DH and DW agreed to follow this up to ensure that the work is being done. DW arranged to visit and inspect the cleaning in Jamaica Street with DA.</p>	<b>DH, DW</b>

	<p>DH asked if the Board had noticed any improvement in the cleaning standards and DA responded that he had not.</p> <p>JH queried how often litter is picked up because he has concerns about non-residents parking on the Estate and leaving litter. DW advised that it should be done every morning except Saturday. DW also advised that the Sunday service is now a full day rather than half a day.</p> <p>BH raised the concern that a shopping trolley was abandoned in the middle of the green for three days. DH and DW explained that bulk rubbish should be removed everyday, as and when it is seen. DA mentioned that people regularly dump bulk rubbish and DW agreed to review the CCTV on 22/3/18 to see if it is possible to identify those dumping rubbish.</p> <p>DH sent a letter to all residents acknowledging that the cleaning standard has dropped and held a surgery to discuss any concerns residents have. One resident attended the surgery and three sent emails which were unrelated to the cleaning. DH advised that the action day was not carried out as planned due to poor weather and will be rearranged.</p> <p><b>8.2</b> JH queried what is prioritised when gritting during bad weather and DH advised the priority is the footpaths. JH requested for the roads to be gritted and DH explained that the roads should be gritted, however, the priority will be footpaths.</p> <p><b>8.3</b> DA questioned if 'no dumping' signs will be put up in Jamaica Street. DW to discuss with DA when they meet and to arrange these signs.</p> <p><b>8.4</b> DA expressed concerns that Tower Hamlets do not provide Swan with sufficient information regarding prospective tenants, with reference to the recent fire in Jamaica Street. EN outlined some of the issues currently experienced in the Housing sector due to high demand, therefore a high proportion of nominations from the Council have medical priority.</p>	
<p><b>9.</b></p>	<p><b><u>Date Of Next Meeting</u></b></p> <p>The next ERB meeting will be held on <b>25<sup>th</sup> April 2018.</b></p>	