

**Exmouth Estate Residents Board Minutes**  
**30.05.2018**  
**Exmouth Community Hall – 39 Cornwood Drive, London E1 0PW**

Elaine Navin	Neighbourhood Services Manager	(EN)
Polly O'Callaghan	Neighbourhood Services Officer	(PO)
Mamnun Rahman	Community Development Project Officer	(MR)
Dean Woodley	Estate Services Team Leader	(DW)
Tony Jarvis	Axis Supervisor	(TJ)
R Bamber	Clovelly Way	(RB)
V Bamber	Clovelly Way	(VB)
K Coughlin	Musbury Street	(KC)
J Moughton	Clovelly Way	(JM)
J Holland	Clearbrook Way	(JH)
B Holland	Clearbrook Way	(BH)
D Appleton	Jamaica Street	(DA)

<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>  A Jeyes – Jamaica Street J Fox – Clearbrook Way  Diane Hammond – Estate Services Manager	
	<b><u>Accuracy of previous minutes</u></b> Proposed by KC and seconded by BH	
3.	<b><u>Matters arising/ Action Sheet</u></b>  <b>3.1</b> Cleaning action days have taken place. DW advised that the caretakers have been stripping the marble in Jamaica Street and they are looking into the possibility of a specialist company to more effectively deep clean the floors. DW to look at CCTV in Brayford Square over the bank holiday weekend as it was stated that bulk rubbish had been dumped.  <b>3.2</b> EN advised that she had spoken to Nick Kyprianou (Head of Partnership Compliance) and confirmed that internal decorating works are not needed at the moment as this would result in additional costs to residents. External decorating works including re-painting railings are planned to be completed over the summer.  <b>3.3</b> The security company has been doing patrols in Jamaica Street for three	<b>DW</b>

	<p>weeks, providing daily reports to Alan Bush (Anti-Social Behaviour Officer) and PO. DA has spoken to Alan Bush and requested the patrol times be changed to reflect when the ASB usually occurs.</p> <p>The double magnet has been fitted on the basement door in Jamaica Street. DA advised he has noticed an improvement in the ASB issues since the security patrol started and the double magnet has been fitted.</p> <p>BH queried where the security company patrolled on the estate. PO and EN explained that they patrol across different Swan estates and on the Exmouth Estate alternate between Jamaica Street and Cornwood Drive.</p> <p><b>3.4</b> The chain-link fence in Aylward Street will be repaired the week following the meeting.</p> <p><b>3.5</b> The grass on the estate has been cut three times since the last meeting. RB has made a complaint to Swan about the gardening which has been upheld. RB questioned if the 3-yearly rotation is ongoing for trees on the estate.</p> <p><b>3.6</b> RB and BH queried how often the parking enforcement company PDUK patrols the estate as for several weeks they have both seen cars parked on double yellow lines, without being ticketed.</p> <p>DW agreed to request that PDUK signs in at reception each time they carry out a patrol as they do on the Bow Cross estate.</p> <p>RB also raised concerns about emergency vehicles having access in Aylward and Jamaica Street when cars park illegally. DW agreed to discuss this with PDUK to ensure parking enforcement is carried out here.</p>	<p><b>TJ</b></p> <p><b>EN</b></p> <p><b>DW</b></p>
<b>4.</b>	<p><b><u>Resident Involvement and Community Development update</u></b></p> <p><b>4.1</b> – Swan will be hosting another job club in Blackwall Reach.</p> <p><b>4.2</b> – RB requested an update regarding the outdoor gym. MR advised there is currently no update as they are still consulting with residents. An updated will be provided at the next meeting. DA and RB raised concerns about the outdoor gym potentially causing ASB on the estate and asked, if it goes ahead, and it is then found to be causing ASB problems will it be removed. MR agreed that this question will be answered and an update including feedback from the consultation will be provided at the next meeting.</p>	<b>MR</b>
<b>5.</b>	<p><b><u>Feedback from the RCC</u></b></p> <p>RB raised concerns about the gardening contract being renewed with NEUK for five years.</p>	<b>RB</b>
<b>6.</b>	<p><b><u>Leasehold services</u></b></p> <p>JH questioned when leaseholders will be informed of any refunds for service charges regarding the cleaning. EN explained that appropriate adjustments will be made when the October statements are issued.</p>	
<b>7.</b>	<p><b><u>Housing update</u></b></p>	

	<p>7.1 PO provided an update on the current anti-social behaviour cases on the Exmouth Estate.</p>	<p><b>PO</b></p>
<p><b>8.</b></p>	<p><b><u>AOB</u></b></p> <p><b>8.1</b> DA raised concerns regarding the lift in block 73-201 Jamaica Street being broken down, specifically regarding elderly and disabled residents who live in the block. DA expressed frustration and dissatisfaction that residents were not kept regularly informed or updated regarding the repair.</p> <p>EN apologised for the lack of communication and failure to provide clear information.</p> <p>EN also explained the contractual problems Swan and Axis were experiencing with the lift company, Schindler and that these issues had been raised prior to the problems in Jamaica Street. EN explained that the procedure requires the lift company to put a notice on the lift outlining the issue (if known) and the steps being taken to resolve the problem.</p> <p>EN advised that there are lessons to be learned from this experience.</p> <p>PO to look at giving residents with limited mobility in Jamaica Street access to the Musbury Street lift.</p>	<p><b>EN/ PO</b></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>27<sup>th</sup> June 2018.</b></p>	