

**BRX RA Meeting
11 May 2023**

Queries/Comment/Feedback	Advice Given	Further Action from SW9	Lead Officer	By Date	Update
Relations between SW9 and leaseholders feel strained. The residents association would like to work with SW9 to improvement on communications.	The fortnightly meetings between BRX RA and SW9 should be used as a vehicle to air any concerns. Though usually used to discuss defects, these should be used to discuss other matters including service charges, ASB and parking. The RA are advised to invite relevant officers as and when required. For example, Mark Gladstone, Service Charge Accountant, to attend on a monthly basis. Komal Doan, Customer Resolutions Manager for any RA queries.	We will explore introducing microsites on our website for each block on the estate and block newsletters. BRX RA to share all email addresses with Komal.	Komal Doan	31 July 2023	19 May - KD has received a list of email addresses from the RA. The option for a microsite may not be possible due to time and costs, however, an alternative method of a dedicated page per block is achievable and is currently in progress of development.
There is little trust between leaseholders and Network Homes following the high level of defects.	The fortnightly meetings held should address and provide reassurance and information leaseholders need as Steven Leonard, Senior Project Manager attends. Robert Carroll, Property Services Manager, explained that some defects can take up to 12 years to manage, as the original developers must be involved in the making good. Should SW9 attempt a fix, this could potentially invalidate the warranty.	SW9 will arrange a meeting with Network Homes to go through list of outstanding defects.	Robert Carroll		
How can leaseholders address any concerns / complaints to SW9.	Gabriel Aboyegi, Leasehold Property Manager, remains your first point of contact for all issues. However, Komal Doan, Customer Resolutions Manager, also can be contacted for any queries or concerns.		Gabriel Aboyegi / Komal Doan		
There are concerns about service charges and would like to be involved in conversations with SW9 on how it is apportioned, etc.	Leaseholders will be invited to a service charge consultation next year. Due to personnel changes at SW9 at a critical point of the financial year, SW9 were unable to hold this exercise with leaseholders.	For financial year 2022/23 SW9 will be conducting a table top review, where we will be reviewing each charge line by line for all households. Apportionment and management fees will also be included during this exercise as well as looking at achieving VFM.			
Fire Safety - the sprinkler testing costs seem high.	This will form part of the table top review exercise, where every invoice and certificate will be looked at to confirm validity.				
How are we achieving value for money.	Being part of a large parent company allows SW9 to benefit with reduced costs, for example, fire security work, costs are spread across the entire portfolio. Introduction of an inhouse cleaning service.	Where VFM has been achieved, SW9 will ensure this information is available on our website. Part of the table top exercise is to delve into areas where VFM can be achieved, for example, cleaning at both sites.			
What measures are being taken to ensure the safety of the local community?	SW9 continue to work closely with the Met Police and Lambeth. The police have increased their presence on the estate and we are planning on holding a Police surgery for the local community. Parkguard remain on the estate. If the local community have any concerns about public nuisance, disorder or other anti-social behaviour, there is a answerphone service which is monitored regularly. For emergencies, you are encouraged to call 999.	Work with the Police and Lambeth to host a drop in surgery. Promote Parkguard.	Komal Doan	15 May 2023	
What stats does SW9 have on Parkguard.	SW9 have a report on Parkguard's daily activity - this report breaks down each incident and outcomes.	Generate a report for the last quarter and make available to the RA.	Michelle Levy / Komal Doan	15 May 2023	20 May - A report has been emailed to the RA on 20 May.
Parking management - there are unmarked vehicles, which have been captured on CCTV.	We are investigating the CCTV footage and will take appropriate action.		Gabriel Aboyegi		
Undercroft parking - people are parking in random bays.	Gabriel Aboyegi, Leasehold Property Manager, has a list of all purchased bays.	Gabriel will work with Bridge to carry out an audit and take action.	Gabriel Aboyegi		
Undercroft parking - the parking surface is not fit for purpose.	We will explore what retention funds remain. If there is a healthy sum, we will look at alternative solutions as Steven Leonard has confirmed that he has received planning approval to resurface the floor.	Liaise with Steven Leonard to ascertain what funds remain and take correct plan of action to pursue. Inform leaseholders.	Robert Carroll		

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13 households in attendance				
SW9 Officers in attendance:				
Miles Lanham, Director of Customer Services & Operations	Orane Lewis, Head of Finance & Resources	Komal Doan, Customer Resolutions Manager		
Robert Carroll, Property Services Manager	Gabriel Aboyeji, Leasehold Property Manager	Erica Williams, Repairs Manager		
Michelle Levy, Estates Team Manager	Alex Wotherspoon, Estates Services & Cleaning Supervisor	Dominic Thompson, Estates Services Officer		
Contact: leasehold.enquiries@sw9.org.uk / 0207 326 3700, Option 4				