

BRX Residents' Association / SW9 Catch Up Meeting – 03 July 2023

Agenda Item	Minutes 03/07/23 16:00
Welcome and Attendees	Miles Lanham - ML (SW9) Komal Doan – KD (SW9) Mike Heilbronn – MH (RA) Tommie Sheridan - TS (RA) Chris Skilton - CS(RA)
Agreement on agenda and cadence of meetings	<ul style="list-style-type: none"> • Meeting to be held first Monday of the month. Attendees (baseline) – BRX RA, Miles Lanham and Komal Doan <ul style="list-style-type: none"> ○ <u>ACTION:</u> KD to send meeting series • Agenda for following meetings <ul style="list-style-type: none"> ○ Service charge topics ○ Blocked repairs / large issues (to be raise prior to meeting so SW9 team can come prepared) ○ Any specific resident raised topics (to be raise prior to meeting so SW9 team can come prepared) ○ Communications and processes ○ Community engagement <ul style="list-style-type: none"> ▪ BRX ideas ▪ Any SW9 volunteering opportunities ○ AOB
Communications	<ul style="list-style-type: none"> • RA comment that comms from SW9 seem to be improving • RA comment that text updates to keep residents up-to-date is working well. However, some residents not on distribution lists. <p>If residents aren't on the text list then please email Gabriel (gabriel.aboyeji@sw9.org.uk) with name, address and mobile numbers to be added to the distribution list.</p>
Finalisation of snags	<p>Network Homes have set up a Task Force to take over and complete any outstanding snags from HENRY and are working to a handover list from Aftercare. Residents with outstanding snags should email Aftercare team (aftercare@networkhomes.org.uk & richard.ekelegbu@networkhomes.org.uk) to check that their snags are included.</p>

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Service Charge	<ul style="list-style-type: none"> SW9 have completed a line by-line check of items for 2023-24 service charge and will update RA and residents on estimated charges for this year. Some savings expected to be found. Update to be socialised September 2023 Service charge apportionment checks on going for next year 2024-2025. <ul style="list-style-type: none"> RA ask if a procedure / process / calculations will be available for review and request time to review apportionment calculations with SW9. ACTION: ML to discuss with SW9 and propose what a review and engagement process would look like. RA request that discussion can take place between SW9, RA and interested residents in a group forum in the interest of SW9 resource and time. To be discussed in next meeting. Any outstanding specific resident questions on 2021-2022 service charge to be addressed with Lease Holder Income team.
Repairs – tracking and logging	<ul style="list-style-type: none"> SW9 looking into having a new portal to check status and logging of communal repairs. Track progress and updates in following meetings
Repairs – Pipe Noise	<ul style="list-style-type: none"> Issue raised about Contractors attending and not having keys to access rooms and cupboards. ACTION: ML to look into key storage and let all Contractors know where out-of-hours keys are stored (Park Heights?) or option for a key box to be installed. Issue raised about pipe noise being a repeat issue. ACTION: ML to share report on root cause of problem to consider if longer term fix / change may be required or holding of spare part etc. <ul style="list-style-type: none"> ML to record information on the issue resolution is stored somewhere to enable quicker repair if fault occurs again.
Repairs – Car Park Floor	ACTION : ML to notify RA of final decision on resolution for car park flooring
Community and block engagement	<ul style="list-style-type: none"> ACTION RA : To ask residents for ideas for community engagement and volunteering ideas. RA to propose some ideas to SW9 in August meeting. <ul style="list-style-type: none"> Info : Options to use resource centre and learning centre RA to look into hosting a BRX summer party KD to share any future volunteering opportunities with RA to pass on to residents
AOB	<p>Thanks passed on to the SW9 team for;</p> <ul style="list-style-type: none"> - Painting of lobbies (C and D) - Completion of bark around trees in front of 151 - Tidying of graffiti on Stockwell road