

**Denchworth House Residents'
Meeting**

29-Aug-23

Query	Answer	Actions	Responsible Officer	Date	Update
Are they going to pull Denchworth down and redevelop it?	No plans for this.	None	N/A	N/A	
What is the criteria for the Christmas Hampers - make sure they are available to Robsart.	We'll check this.	Check how these are distributed and feedback to residents who came to the meeting - Michelle knows who these are.	Komal Doan	15-Sep	01/09 - SW9's Tenancy Support Officer generates a list of residents who are registered as vulnerable with SW9. Hampers are then delivered to those on the list by resident volunteers and SW9 staff.
The magazine is often out of date when it arrives.	We apologise for this.	Make better use of notice boards and ensure information about development from magazine is on noticeboard.	Komal Doan	On Going	01/09 - The resident magazine is produced three times a year, therefore, will often have information about past activities. Residents are sent via text and email a monthly newsletter focussing on engagement activities. The SW9 website contains up to date information.
The new intercom system is being installed on 29 08 23 - why was there no consultation over this? Data protection issues over having telephone numbers shared with a third party.		We'll check this with Network Homes.	Nilay at Network	15-Sep	04/09 - Consultation was not required as the cost per dwelling falls below £250. Following installation of the new system resident contact information is only stored on IP Door Entry's portal, this information is seen by staff at NH/SW9 to undertake re-programming duties. I can confirm IP Door Entry's solution is GDPR compliant and information can be found on their GDPR policy.
Are they going to remove the handsets from residents flats ?		We'll check this with Network Homes.	Nilay at Network	15-Sep	04/09 - No, removal of the existing handsets was not included within the scope of works.
Can the door entry system be turned off at night?	We're not sure.	We'll check this with Network Homes.	Nilay at Network	15-Sep	04/09 - Manufacturers advise that there is a privacy setting on the mobile app that will silence calls during a selected period.
Why are people living on the ground floor paying for door entry system when they have their own front door?	For leaseholders, it's based on what the lease says.	Gabriel to confirm.	Gabriel Aboyeji	15-Sep	As the lease reads if the service is shared by more than one flat it is a service chargeable cost which all flats contribute to.

Are they going to sort out the problems of the bins being stuck in the middle of the road? Why are there 8 bins?	Yes, as part of the new road regeneration project. Other people are using the Denchworth bins, and so it's better to have more.	Michelle will attach the plans for the estate roads project to these minutes. Encourage other blocks to use their own bins and not Denchworth. Put an item about bin use in the next resident magazine.	Michelle Levy	15-Sep	
Can we have a clothing recycling bin?	Yes we'll investigate getting one of those.	Michelle and Miles will lead on this.	Michelle Levy	December	
Why are the key fobs so expensive?	Agreed, it is expensive.	We will investigate.		On Going	
Bridge aren't checking cars parking in bays.	We need to check this for you.	Housing management will take this up with Bridge.	Anthony Akerele	On Going	
Can we have a barrier on the bend as people are parking on there?	Sorry to hear that.	Anthony to speak with Bridge and if the problem persists we can look at a barrier with Michelle.	Anthony Akerele	December	
When will the scaffold be taken down?	September.	We'll double check this date and let you know if there are any changes.	Peter Park at Network	15-Sep	04/09 - The scaffold is due to come down just before Christmas according to the programme and proving there are no further
Are you getting a telephone system - and filling in the form on the website took a long time to reply?	We're getting a new phone system in October.	If there will be delays to response, set up an automated service.	Anthony Akerele	On Going	
Park Guard came into to introduce themselves. We need to put their numbers in the minutes and a copy of the Services Committee Paper.	Park Guard's number is 020 7737 1164.	No further actions.	Michelle Levy	On Going	

Staff in Attendance:

Miles Lanham
Michelle Levy
Gabriel Aboyeji
Erica Williams
Dominic Thompson

Director of Customer Services &
Operations
Estates Services Manager
Leasehold Manager
Repairs Manager
Estate Services Officer

Residents In Attendance:

4 in total