

# LUXBOROUGH TOWER

Luxborough Tower Residents Association

Draft Minutes

24 01 17 18.30 pm, Luxborough Tower meeting room

## 1. Apologies and requests for AOB

Apologies were received from Josephina Becci, Alison Dow, Denise Atkinson Hines & Michael King. Attendance; Nigel Greenhill, Andrew Hughes, Mike Kostyn, Sara Mackay, Alex Reid, Nick Vinson plus Maxine Braham, Howard Dewhurst, Jennifer Grimshaw and Alex Bevan from City West Homes.

## 2. Approval of minutes of meeting from 20 09 16

The minutes were approved

## 3. Major works

There was a brief update on windows and external redecorations from the 30 November meeting with CWH, Avanti and Baily Garner concerning the condition report and research into replacement windows. Due to the necessity of having a technical test of the exterior paint further details were to be expected in February in time for the next meeting.

## 4. Update on heating replacement; ballot etc

NV updated the committee on the meeting held with Martin Skidmore that morning. Skidmore referred to the summer ballot about changes to leases as a 'Complete failure' and promised to get a replacement letter and ballot out quickly, 'we need to update the appendix to reflect the changes in costs' as they need the right number of lessees to sign the proposed changes to the lease. His view was that February would put 'a bit of distance' with the confusing letters sent in August 16. The new letter would explain the connection between the lease and the decommissioning the heating, these would be hand delivered, and would offer drop in's for residents, as well as revised prices. The letter needed to pass the legal team and Skidmore offered to show us the letter, saying it would be sent out with in 3 weeks of 24 January, which is February 14th. When pressed about costs to residents for the previous 'complete failure' ballot he said 'I can assure you that legal wont be charged. NV asked to be categorically confirmed that we wont be charged for any of the process. **Liz Waine, CWH** Area Manager promised to provide this.

## 5. Major works legal advice; Darwin Law

The committee confirmed the commissioning of Andrew Darwin, of Darwin Law to examine the two types of leases to see the legal implications of three questions; 1 Can the landlord insist on replacing leaseholders windows with new double glazed windows and make all leaseholders pay for them, 2 Would replacing the windows with double glazing count as an improvement ( relevant only to the 10 older leases who only pay for repairs and not for improvements) and 3. Can the landlord insist that leaseholders who have already replaced their windows pay towards the cost of replacing everyone else's windows? This advice will cost between 350 and 500 pounds.

#### 6. Water outage report from CWH

NV & AH reported on a meeting they held with Jason Kileem Mechanical and Electrical Contract Manager, Martin Skidmore, Liz Waine, Alex Bevan and Jonathan Cooper, Asset Strategy program manager, where we discussed CWH shortcomings during the long water outage. CWH explained they had met with the University engineers and the University out of hours teams and were in the process of updating an emergency plan and establishing a Mechanical plant protocol, including a 2 hour access period and a plan of action of what to do and where to go. This would be shared with the two contractors Water Hertel and T Brown, although moving forward idea is to have just one contractor by July. We are expecting a written document on this protocol as well as a statement on safe guards for future proofing the supply

#### 8. Pinnacle cleaning contract problem

After 2 meetings with CWH and their consultation with Michael Mellows who manages the contract, and John Lock who issued the contract, we have been promised between now and June 2018, 6 cleans per year, starting mid Feb. We are also waiting further information on contract renewal.

#### 9. Lift service report

NV and AH reported on a meeting with Jason Kileem Mechanical and Electrical Contract Manager from CWH. Lift L248 ran at 96 percent over the last 12 months. JK mentioned that better diagnostics are desirable and the contract with Pedders/Express Lifts is up for renewal. He will ask Asset Strategy to see if the lifts need replacing, take a walk around and provide a price for possible replacement, if that's necessary.

#### 10. Anti social behaviour; Police notice etc

CWH have been asked for an update on the meeting held on December 19th with the Police, CWH and the University from where many of the youths come from. NV reported on meeting Svenn, the Street Manager from Baker Street Quarter Partnership, who had just chased off 5 youths from Luxborough Tower who were smoking and drinking in the seated garden area. Svenn said they refused to identify themselves but he filmed them, he said that the night before he had also asked another large group to leave, they all showed IDs to him which identified them all as from the University. Svenn is the Baker Street Quarter Street manager and 'helps to keep our area safe and secure by reporting and addressing security concerns and anti social behaviour including organised begging and trespass. Increasing the resilience of the area to the threat of terrorism is also a priority'. He is counter terrorism trained and has close links with authorities and outreach services. Baker Street Quarter represents over 170 businesses in the Baker Street area.. Svenn can be contacted on street [manager@bakerstreetq.co.uk](mailto:manager@bakerstreetq.co.uk) or 07577 017 119 [www.bakerstreetq.co.uk](http://www.bakerstreetq.co.uk)

#### 11. Re-landscape scheme update NV

We are awaiting an update from Westminster.

#### 13. Membership campaign

Andrew Hughes. Sara Mackay and Alison Dow had previously volunteered, to be joined by Alex Reid and Howard Dewhirst.

#### 14. City west Residential data protection ICO feedback

NV reported that the Information Commissioner's Office found CWH to have breached the Data Protection Act 1998 (DPA) in that they continued to provide you and the other residents of Luxborough Tower with marketing material after repeated requests to cease.

#### 15. Pests Pigeon breeding

As the resident in question has moved away, the flat has now been cleared including the balcony, netting has been put up as a short term barrier.

#### 16. Update on heating refunds

Jennifer Grimshaw explained that on her request metres were installed 2 years ago at the plant in the University and that as a result we know Luxborough Tower takes just 15 percent of the total output, yet traditionally it been charged around 50%. And that she has found years of planning applications, which establishes the increase the square footage heated by the University and explains the difference between output used and amount charged (it appears that we have been overcharged). It's been years that CWH have been promising to negotiating a new heating contract as an original contract appears to lost. The committee thanked Jennifer Grimshaw for this crusade dating back to 2012.

#### 17. Reports by committee members on; Estate Inspection / Gardens/Finances

Next estate inspection will be 22 February with AR, MK, JB and DAH.

Finances, balance is £4873.40, plus to come the CWH grant of £400, and £300 from the Underarmour photo shoot plus potentially more from O'Shea.

18. Any other business; Alarm disturbing residents, Alex Bevan agreed to investigate. Key fob access to carpark and delivery drivers getting stuck inside, it was agreed to defer new warning signs not to enter carpark for when the new secure fencing and new carpark entrance is installed as we have so many signs already in that area.

Date of next meetings

13/15 March 6pm followed 7.30 for AGM.