

# Luxborough Tower Residents Association

Draft minutes of Committee Meeting 12<sup>th</sup> December 2017 18.15 pm, Luxborough Tower meeting room.

Present: Alex Reid (chair), Josephina Becci, Alison Dow, Andrew Hughes (treasurer), Michael King. Jennifer Grimshaw as observer.

From CWH: Liz Waine, Ruth Aboagye , Krupa Pindolia

1. **Apologies:** Michael Kriteaman, Nick Vinson, Mike Kostyn
2. **Minutes of meeting** from 12th Sept 2017 approved.
3. **Fire safety update.** An Independent Fire Risk Assessment took place in November and the report expected soon. It was repeated that many on the committee do not want a sprinkler system. We will have to wait for the report and Westminster's reaction. They have commissioned an Options Paper which isn't ready yet.
4. **Update on heating replacement.** Jonathan Cooper (CWH) released an email explaining actions for the current heating system: agreeing service standards with the university, etc. This was not what we wanted – we wanted news of progress with de-commissioning of the communal system.
  - LW to follow up, and Jonathan Cooper is prepared to come to a meeting with LTRA (who is to organise that?)
5. **Changes to CWH contact system.** AR had contacted Lady Robathan who replied but the committee felt had missed the point. We also noted that the Labour councillor has received complaints across CWH about the new system, and is pressing for changes. AR has forwarded our complaints.

Many examples given of the frustrations caused by this new centralised system: it occurred under every item on the agenda. The committee repeated that we don't like the model, and we don't like the detail of its implementation, and we will continue to challenge it.

Meanwhile, CWH have agreed two actions that may help ameliorate the position:

- An Estate Inspection every month, since that at least gives us an opportunity to meet the CWH team and discuss actions with them
- A new 'Action Plan' for major items: Major Works, Playspace Project, Anti-Social Behaviour, Communal Heating, Lifts, Water supply. Two paragraphs per item:
  - the current status of these issues
  - the expected timetable for any future actions

This to be circulated regularly to the committee and discussed at monthly Estate Inspections.

**6. Recent water failure.** Another example of the new central system not working, particularly at the same time as a major hand-over of the water contract. Some residents were without water for 5 days, with no support, or information. The new engineers didn't understand the Luxborough Tower water system.

- LW to look into the security of arrangements for Christmas, since the University is then closed and in the past the water has failed.
- LW also to ask whether we can have a direct call phone number for the water company.
- LW to send a letter to all residents outlining the situation. However, in the new contract, the overall responsibility for communicating with residents has passed from the Estate Office to the Contractors

**7. Recent lift problems.** NV had contacted the CWH Lift Engineer, Nick Humphries. A senior engineer had been sent to Luxborough Tower, and a recurrent fault had been identified and fixed. Since then there has been 100% operation. Future lift services will be done by the Senior Engineer.

**8. Anti-social behaviour.** NV had reported the lack of CWH response to his phone calls, and his enquiries about the use of CCTV. LW reported that the Anti-Social Behaviour unit had suffered major staff changes.

- The new head of the unit, Rochelle Langan, is prepared to come to a meeting with LTRA (who is to organise this?)

JB reminded CWH that since most of the trouble came from university students, any meetings or actions need to include the university.

**9. Flat renovations,** mess in elevators, blocking open entrance doors, void flat clearance, damage to floors, leaseholders and CWH contractors. The committee repeated their unhappiness at how recent works had been done (&NV has raised a formal complaint). The CWH team reported the process they had to go through: a report from a resident into the central contact number, then a call out to the CWH Void team, or to the Leasehold Team, or ... and then that team have to make the contact with the builders / contractors. The committee remained concerned at the clumsy and slow process.

**10. AirBnB in Luxborough Tower.** A letter from Cllr Nickie Aiken Leader of the Council. This was in the papers for the meeting, and the committee welcomed any action. Luxborough Tower flats cannot legally be rented via AirBnB. If residents have problems or suspicions with short term visitors, they should contact the central number who will forward the concern to the appropriate CWH team.

11. **Maintenance** (including lifts, gardens, and quarterly inspections). Lifts under 7) above. No report on the gardens, but see AoB below. The next Estate Inspection agreed for 16<sup>th</sup> January at 10am, and see 5) above. NV had reported the graffiti on the hoardings on Luxborough Street to Westminster, since they are their boards.

- LW to follow up on why lights in the carpark don't work
- LW to ask the cleaners if they can clean the graffiti off

12. **Re-landscaping update.** NV supplied a note from Dominic Wilde in the Westminster Asset Strategy team. It appears that work on the playground site is possibly back on, though it hasn't been formally signed off. If so, we would expect that, as previously agreed, the project would include the re-landscaping and security fence, and that these would be funded by the new development.

13. **Major works update.** The roof repairs finished and bills have arrived. No date set for the upcoming works S165: windows, exterior decoration and replacing down-pipes. Still to be discussed whether the heating will be included in that project.

14. **Interflat leaks.** JB reported the case of a flat on the 8<sup>th</sup> floor, where the tenant has a severe leak, but nothing has yet been done to repair the leak.

- LW and CWH team to follow up

15. **Treasurer report.** The Association currently are currently £6,490 in credit: £774 from CWH grants and £5,716 from other sources, mostly the developers O'Shea.

JG joined the meeting and talked about block finances:

- The previous wildflower meadow cost about £3,500 to establish in 2014. This was eventually paid from a community fund, but Jennifer's recommendation was not to expand the wild flower scheme as the costs would be recharged to Luxborough Tower, and it seems too expensive for a planting that is struggling with too much shade from the new block of flats
- There is £400 in a holding account to be spent on garden related projects (damages paid by a Contractor who dug up our bulbs). Please spend this asap
- There is £1,960 in a holding account (rent from the police cabin). Again, please spend this asap.
  - LW to get us an estimate to re-decorate the foyer. There is precedent for ITRA money to be spent in this way
- Jennifer reminded the committee and CWH that the police cabin contract had included 25% repair costs. This was never enforced, resulting in possibly £25,000 in the cost of the re-roofing works that should have been re-charged elsewhere

**16. Membership campaign.** LTRA currently have individual membership at 85 and membership per flat at 68 = 59%. More members, please.

**17. Any other business**

Several items from JG – noted under 15 above. MK wanted 4 items discussed:

→ Sprinklers. Discussed under 3) above

→ Security. Discussed under 8) above

→ That we should open the playground space up again. Discussed under 12) above.  
If the new building work is about to get the go-ahead, we don't want to spend money on refurbishing the area

→ That leasees should withhold paying for the roof replacement in protest at the poor service provided by CWH. Something for individuals to decide about

**18. Next meetings.** Provisionally:

→ 5<sup>th</sup> March 2018 - General Meeting

→ 4<sup>th</sup> June 2018 - AGM