

Luxborough Tower Residents Association

General Meeting Monday 27th January 2020

Draft Minutes

General Membership Business

- **Apologies:** Sara Mackay, Alex Reid, Alison Dow, Michael King, Denise Atkinson-Hines, Krupa Pindolia (WCC), Liz Waine (WCC). Not present: Anthony Styant
- **Present:** Mike Kostyn (chair), Andrew Hughes (secretary), Nick Vinson (vice-chair), Ms Auer, Josephine Becci, Maxine Braham, Jonathan Coram, Kay Coram, Alex Giannini, Enrico Galliani, Mr Mageenis, Jayma Pau, Sanjeev Shah, Sharon Tash, Zara Tempest, Victoria Wahed, Ruth Aboagye (WCC), Karim Carrington (WCC), Paul Navarro (WCC), Joe Tizard (WCC). Quorum 12, 16 LTRA residents present, so General Meeting quorate.
- **Minutes of previous meeting** on the noticeboard in the foyer since Nov 2019, and had been emailed to all with an email address. No comments received so minutes accepted. Matters arising dealt with in the meeting.
- Latest state of **accounts** circulated on the agenda. Currently £7,600. WCC Annual Grant due soon, about £400. £500 owing from electronics company who removed aerials from the top of the University. Have been chased by WCC and now seems unlikely to be paid. JG agreed to take over role of Treasurer provided accounts process simplified. **AH & JG to discuss.**
- Latest state of **membership** circulated on the agenda. More memberships received in the meeting and after, so now: personal members = 79, household members = 59, so 51%. Over 50% brings benefit in terms of legal representation, but we would still like more. **MK to organise event.**
- Next meeting dates:
 - Tues 7th April 2020** – committee meeting 6pm
 - Tues 23rd June 2020 – AGM: Annual General Meeting 6pm
 - Tues 15th September – committee meeting 6pm
- Next Estate Inspection Date:
 - Tues 18th Feb** at 10am – meet in the foyer

Estate Office Business

- **Car parking.** The new system not yet in place because white line drawing not complete. Probably finished by mid February. **Everyone will then be informed** and parking enforcement will start.
- **Communal window cleaning.** The windows at the end of the corridors now due to be cleaned only once a year instead of the previous quarterly service agreed with LTRA. Inadequate service. NV put this in writing. **LW promised to query it.**
- **Heating.** No change. The temporary boiler is working well, but what will happen for next year? WCC said that discussions are continuing: new boiler in the basement or tuck the temporary building into the undercroft, or ... Meanwhile JG asked for details of how this year's heating costs are being calculated. **WCC promised quick reply.**
- **Local Plan.** Small changes to improve the estate environment. Signage, bicycle racks, self-closing gate for entry to the estate ... **RA suggested completion date 31st March.**

- **AirBnB** – and other Agencies. RA said that action had been taken against some flats in the block – warning letters issued. This continues to be an action across Westminster. **Meanwhile, residents were requested to contact the Estate Office about properties that are being improperly sub-let.**
- **Repairs and Estate Inspections.** **If residents want to follow up whether a repair has been completed, the best way is to phone Housing (0800 358 3783) with the repair job number. The job number is emailed back to you if your original contact was by email. Otherwise, not clear how to get the job number. WCC to clarify.** A list below (possibly out-of-date or incomplete) of items that need following up, and **will be checked at the next Estate Inspection:**
 - Meeting Room cupboard not decorated – this was promised for late December
 - Heating in the Meetings Room
 - Drains at foot of tower NE, SW in cutaway
 - Soft returning automatic closer for gate to estate
 - Jet washing of slime from main pathway to the block
 - Get rid of the broken down bench
 - South Entry phone
 - South entrance door swinging in the wind – this a security issue
 - Dirty corridor windows need regular cleaning
 - The corridor windows on the 20th and 13th floors are permanently open. The mechanism has failed.
 - The 20th floor button in lift 248 is not lighting up & L247
 - Floor 13 & 20 corridor windows – AVOC mechanism not working & windows open
 - Floor 20 fire door
 - Louvre glass at 5th floor staircase missing
 - Handle from staircase to corridor at floor ???
 - Lift at 18th floor noisy – Alison has complained many times
 - What to do about the frayed carpet between floors 20 & 21?

Leaks

A long discussion in the context of several recent leaks, including one that had descended about 5 floors. Another leak has affected a 90 year old man who has had leaks occurring intermittently for over 7 years, and no light in his bathroom for over 4 years because of a leak coming through the bathroom ceiling rose.

- Westminster re-iterated their position that if a leak was in a leaseholder's flat it was the responsibility of the leaseholder to repair it. This is how the telephone repair line responds to calls about leaks.
- LTRA explained that in their view:
 - WCC has a freeholder's responsibility to keep the structure of the building safe and healthy
 - In a concrete building such as Luxborough Tower It is not always possible to know where the leak originates from
 - Water leaking from one flat to another has to cross through some part of the structure that was the responsibility of the freeholder – walls or floors
- Therefore LTRA believe that the first response to inter-flat leaks should be for the freeholder (WCC) to investigate the leak. If the repair falls to a leaseholder, that is fine, but WCC have to initiate and monitor the process.
- RA agreed that the position was complex and that she was sympathetic to the LTRA view. There is a WCC procedure for leaks: **she would find this and distribute.** It may then be possible

to adapt and update. JT explained that WCC could only force entry if a leak or an electrical fault was causing risk to life

- LTRA emphasised the point that **clarity was needed** about how leaks were investigated and repaired: from the initial telephone call, through to investigation and repair.

Anti-Social Behaviour

The meeting recalled the background and continuing grievance from people entering the estate grounds to smoke and intimidate residents: particularly those who appear to be students from the University. This is daily behaviour which has been discussed with the police, with WCC ASB and with the University. Sometimes people then enter the building and congregate at the 20th floor to picnic and smoke. An individual resident then further explained her sense of insecurity in and around the block, with damage to her car and a sense of being followed.

Aspects of this issue include:

- Old style key fobs can be cloned. New style fobs are being released which can't be copied
- The CCTV which was installed still doesn't cover the main area (the 'Rose Garden') and the image produced from the other cameras isn't strong enough

To do and follow up:

- WCC to repair and replace the foyer doors – at the moment the south door spends a lot of its time swinging open
- Residents not to allow 'strangers' to tailgate you into the building
- Residents not to approach groups – one resident told of a knife being pulled on him
- Residents to call 101 – the police non-emergency number. Not to expect a police response but to increase the surveillance level for the block: if every episode were reported we would become a 'hot-spot'
- To separate police issues from ASB issues: tampering with post, for example, is a police matter