

LUXBOROUGH TOWER

LTRA Committee Meeting Thursday 29th October 2020 Floor 20, socially distanced, with David Larkin on Zoom

From LTRA: Mike Kostyn (chair), Nick Vinson (deputy chair), Andrew Hughes (secretary), Denise Atkinson-Hines, Sara Mckay, Paul Foster (as observer)

Apologies: Alison Dow, Josephina Becchi, Jennifer Grimshaw, Michael King, Alex Reid. Not present: Anthony Styant

From Westminster: David Larkin as Resident Engagement and as Zoom Moderator

Westminster suspended Resident Associations' constitutions as part of the first lock-down in March. Until the situation improves and a review in January, we have no obligation to hold meetings, and would find a representative General or Annual General Meeting difficult to manage. However, meanwhile the Officers of LTRA have continued to 'talk' on email: to each other, to the Estate Office and to other departments in Westminster.

Constitutional Position of LTRA

- Constitution suspended until at least January 2021
- Westminster to keep in contact, eg. by helping set up Zoom meetings
- Grant applications will be processed this year without all the detail of Annual Review, but accounts still needed
- Once re-instated, the wider Westminster process for Resident Engagement will be different: fewer area meetings and more single topic task groups – eg. leaks
- Also, Westminster plans to organise Zoom meetings between Associations and representatives of the various Westminster departments, possibly on a quarterly basis (in the style of our meeting, below)

Update on Landscape Project & new flats on Luxborough Street

The landscaping works for the block were agreed previously. The planning permission for the new flats finally went through Westminster's planning committee. The next thing will be discussions with Westminster and the contractors on how the works will be organised. No detail at the moment.

Update on Major Works

This process was delayed by the pandemic. There has been an exchange of letters between Westminster and the lawyer retained by LTRA. Mike Kostyn (chair) is talking to our lawyer next week to move the process on. At issue is an agreement to

an Independent Surveyor, paid for by Westminster. We've had this verbally agreed but need it confirmed.

Catch up with the Estate Office on business affecting the block

The LTRA Officers held a meeting with various Westminster representatives.

Tues 27th Oct 3:30-6pm Zoom meeting corridor floor 20. **Westminster as identified below, plus Liz Waine and David Larkin as Zoom moderator**

1) Broadband – Mark Jackson

Work completed with little disruption. CommunityFibre, the company that did the works are currently going round the block to encourage people to sign up for their service. If interested, contact communityfibre.co.uk / 0800082 0770. A post-installation visit soon

2) Boiler works – Gavin Ridgewell

We're using the temporary boiler, but for how long? What is happening with the boiler in the University basement?

Such a slow process. The University was going to install their own temporary boiler, so they could divert usage and fix/replace one of the boilers in the basement. Once that was working Luxborough Tower could sign a lease with the university and move back to the University supply. Then take away our temporary boiler. It may still happen, sometime ... Meanwhile, LTRA pointed out that:

- the roof panels are coming away – Westminster to inspect
- beware that the temporary boiler isn't in the way of the building works for the Luxborough Street development and the re-landscaping works, when that happens – Westminster to note
- too many disconnected strands here: temporary boiler, Major Works, future energy policy – a joined up policy?

3) Service charge errors – Kelly James

Errors on all the bills. We have complained and asked for new bills - not arrived yet **Apologies from Westminster, but little awareness of how serious their error was. Westminster said couldn't re-issue corrected bills. LTRA fiercely refuted this**

- Westminster to get back to us

4) Lift damage – (Nick Humphries) notes to Krupa

Regular reports of problem, and damage, potentially caused by contractors, particularly L248

The repeated irritation: why install CCTV if no-one ever checks the footage?

Apparently if reporting suspected damage we need to identify the day and a time slot.

5) Interflat Leaks and insurance claims – (Paul Navarro) notes to Krupa

Two issues here:

- A specific point about how insurance claims are processed when the water causing the damage starts in another flat - see below from Estate Office
 - If a leaseholder has a leak coming into its property they should call the contact centre to trace the leak
 - If it is a leaseholder leaking into a leaseholder they will be advise to remedy
 - If it is a tenant WCC will fix
 - Once the leak has stopped in the leaseholder property they should claim it against their insurance
 - See Leaseholder Handbook:
<https://www.westminster.gov.uk/yourhousing/sites/default/files/documents/2020-09/Westminster-City-Council-Leaseholder-Handbook.pdf>
- A re-emphasis from LTRA about the mayhem caused by leaks where water moves between flats. A recent example including several flats. Is the water actually coming from the roof

6) meeting room repairs – (Paul Navarro) notes to Krupa

These have been promised for months, and meanwhile the room is a mess, with rubbish dumped

Some movement as repairs staff come out of furlough. The asbestos check returned negative

- Rubbish is being dealt with and re-decoration will follow

7) Anti-Social behaviour – Olivia Allan

As before, individuals tail-gating and groups entering the building and going up to the 20th/21st floor where they are smoking and in a recent episode, having sex. MK recalled a knife being pulled on him

As before, irritation at having CCTV installed, that no-one looks at. As before, the problem identified regularly to Westminster, but what done ...?

- Westminster suggested a management site visit to consider practical actions

8) Window clean - Betim

We had clearly stated we wanted pole cleans, not abseil cleaning (big price differential). Please reschedule and give us the dates for pole cleans

Apologies from Westminster. Now understood and to reconsider schedule for Luxborough Tower. Changes will need a risk assessment and to be signed off by management

- Westminster to get back to us

9) Rubbish disposal – Krupa Pindolia

Rubbish shoot room is locked and residents have nowhere to leave bags of rubbish too large for the shoot and are putting them in or beside the recycling bins

Locked because rough sleepers were getting inside. LTRA suggested a reminder sheet to all the flats about the different sorts of rubbish disposal. Also suggested that we needed more recycling bins

- Krupa to prepare a reminder sheet for distribution, LTRA to check it through
- Liz Waine to find out about extra recycling bins

10) Estate inspections – Krupa Pindolia

When, how, will these be reinstated? Details, such as louvre glass missing floor 9 / jetting of south path / entry gate not closing / plus

These have not been re-instated and won't be for a while. If there are problems report to the central contact phone number. If serious, tell one of the LTRA Officers so they can alert the Estate Office. Please check the roof incase there is a blocked drain leading to a leak

- Krupa to organise for the roof to be checked in the light of possible leak to flats below
- Liz Waine to consider re-issuing notice to all the flats about how to contact Westminster

11) Barbecue on Terrace – Krupa Pindolia

Reported three times. Has anything been done?

The leaseholder has been issued a notice. If it happens again the leaseholder can face legal action. If you suspect a fire risk, do contact the fire brigade

12) Fire damage to undercroft – Krupa Pindolia

Why no report back about this? We reported the problem, it gets repainted, but no feedback about the surveyor's visit, whether the fire showed up on the CCTV, or any feedback at all

Krupa apologised for the lack of feedback

13) Bench – Krupa Pindolia

Get rid of the old, broken bench. Explain to Josephina that when the landscaping works happen the new bench will have to be re-positioned

Done

14) Flat refurbishment - Krupa Pindolia

How can this process be improved? Noise, dirt, damage, lack of information ... At the moment there is no work going on, but the plastic sheeting still in the corridor and lift. It should have been stripped out, and new protection laid when necessary
Discussion followed, with no conclusions. LTRA emphasised how intolerable much of the refurbishment work is: eg: drilling all day. Contractors may keep to the letter of the regulations, but cause dirt, disruption and noise nonetheless. Since the Estate Office no longer visits the block there is no monitoring of the process.

- **To return to at a subsequent meeting**