

# Luxborough Tower Residents Association

Minutes Tues 25<sup>th</sup> October 2022 –20<sup>th</sup> floor corridor 6:30pm

**Present:** Mike Kostyn LTRA Chair (on Zoom), Nick Vinson LTRA Vice Chair, Andrew Hughes LTRA Secretary, Josephina Becci, Mike Giannini, Sara Mackay, Irwin Nazareth, Alex Reid, Sharon Tash, Leon Williams WCC, Luanne Herman WCC

**Apologies:** Denise Atkinson Hines

## Meetings – forward dates:

Comm mtg	Tues 25 <sup>th</sup> Oct 2022	Estate Inspection	17 <sup>th</sup> Nov 10am
Gen mtg	Tues 10 <sup>th</sup> Jan 2023	Estate Inspection	20 <sup>th</sup> Jan 2023
Comm mtg	Tues 28 <sup>th</sup> Mar 2023		tba
AGM	Tues 6 <sup>th</sup> June 2023		tba

A brief discussion about the protocol for contact between LTRA and the Estate Office. Leon pointed out that the WCC central contact system **on 0800 358 3783** has significantly improved and should be used. The risk with only contacting the Estate Officers directly, on email, is that an urgent report may be missed whilst the officers are out of the office.

### • **Anti-Social Behaviour**

Any comments about ASB must remain confidential. However, there have recently been unpleasant episodes of abusive and Indecent behaviour / theft of deliveries / cigarette butts. LW explained those reporting problems had been contacted by the ASB team with a follow up by police. A written warning issued.

The process in the ASB Protocol is: reports logged, warning, decision to escalate, an Acceptable Behaviour Contract, court injunction ... Residents should continue to report all and any cases of ASB.

### • **Bins**

Mostly settled but still some unhappiness. Recently soggy cardboard because not put in bins. Residents not properly disposing of rubbish are contacted by Estate Office. Mice reported and referred to the pest control officers.

### • **Cabling**

We have wifi cabling installed throughout the block by Community Fibre. They are about to install wifi in the Meeting Room for free, as part of their community purpose. Many thanks to Leon for organising this.

Meanwhile another company, Hyperoptic, wants to cable the block up as well, hoping to offer different/better rates. The law allows an open market, so this work will probably go ahead. We are promised there will be no visible cabling and no disruption to the block ... except they will have to bring the cable from the road to the block, cutting through the approach road and the paving slabs. They must do this BEFORE our landscaping refurbishes all that area.

- **Car parking and Entry Phone**

- New car park barrier and aedicule now to be installed in the New Year
- WCC have perhaps 6 spare parking places to be filled. NV asked for a standing item on future meetings that WCC report vacancies (sheds, garages, parking spaces)
- In a recent meeting between WCC and the University it was confirmed that the garages and sheds, which belong to the University, would continue to be leased to WCC and rented out to Luxborough Tower residents
- Meanwhile discussions about access to the building once the fence and gates are installed.
  - No tolerance of delivery bikes or scooters on site – leave outside
  - So, new signage, including ‘no delivery bikes or scooters’
  - Keep the same key fobs
  - A difficulty as entry phone system installed – swapping door entry phone numbers – run a residents help desk in the foyer?
  - NV to contact new MP who is interested in the wider problems of bikes on pavements and bike carriages
  - LW to look into a loaned fob system for flat removals – maybe £50 deposit

- **CCTV door bells**

Two flats have applied to keep their CCTV video door bells. Not accepted. WCC about to enforce ruling.

- **Heating #1** – contract with the University and consequences

MK reported on a meeting with WCC (Sarah McCarthy) and the University (Chris Hinge). The University have now confirmed that their heating is to be completely separate from the Luxborough Tower supply. They are replacing and reorganising their boilers in the basement. These new boilers will take up less space leaving an area Luxborough Tower could use for their boiler (currently the ‘temporary boiler’).

- **Heating 2# - heating and the electricity bills**

There has been a long-running argument with WCC about the electricity charges on our service charges. The ‘block’ charges for electricity seem unbelievable: our heating is

run on gas, so how can we be paying so much for electricity? MK suggests that this electricity charge relates to the temporary boiler. The gas used is properly metered and appropriately re-charged, but the electricity required to pump the heat round the block was never properly allocated when the temporary boiler was installed. So, it was dropped into the 'block electricity' line.

- Get Westminster to accept that there is a problem with this budget line
- Install a smart meter asap to this meter supplying this electricity
- Run the calculations to understand the usage – NV has supplied 8 years of figures
- 8? Residents are not connected to the block heating system. They are not paying for the gas used, since that budget line is properly set up. However, they are paying for this 'block electricity' line. Once this is established refund those residents LW to take this up with Westminster.

- **Heating #3 – the future**

Agreed to hold a one-off meeting with Gavin to discuss the result of the visit by two heating consultants to consider options for the future. LW to organise

- **Leaks**

Under control. Asbestos may have to be removed to complete the repair of the leak. so there may be further delays.

- **Luxborough Tower Landscaping works**

Delays continue: supply chain problems and subcontractors – eg Oakway discussing the key fob and entry phone systems. However the new path finally opened, and better weekly updates from Wates – thanks to Sinead.

An update from NV after recent meeting with Wates:

- Footings about to be added to the railings
- soft landscaping, we expect to commence landscaping in Dec this year.
- Aedicule and pedestrian gate installation will not be installed until Jan'23
- Vehicle gate will be installed in Jan'23, change to design, will now open inwards
- lighting installation for the new path: latest update from our contractor is lamp columns delivery lead time is 4-6 weeks. This is very delayed as they were ordered in June!
- Porcelain paving is scheduled to be delivered in Nov

Meanwhile some difficult negotiations about the Wates site and the welfare cabins.

- Originally agreed 15 weeks, but this has stretched to an additional 20 weeks. As recompense it has been agreed that the south undercroft will be redecorated (in a pretty and appropriate blue) with integrated lighting for the entry.

- Then a single cabin to remain for a year. As recompense the north undercroft repainted with new lighting
  - LW to investigate the rusty downcomers in this area, the north undercroft
- These works mostly replace those that were included in the original plan but lost in the funding compromise . Thanks to NV and MK for arguing the case.

- **Major Works**

Process currently with lawyers. Just received latest version from WCC after 6 months delay. LTRA wants to follow up on a couple of points. Process has now moved on, and Westminster has agreed, in principle, looking at alternative solutions, depending on cost to overall project

- **Membership Campaign**

Membership lasts for 3 years and was last renewed October 2019. So, we need to run a recruitment campaign again.

- **Noise and Building Work**

A particularly unpleasant drilling noise has upset residents for at least a week. The Estate Office had been phoning to find where the noise was coming from. Residents were emphatic that the noise should be regulated, and that the work was weakening the structure of the block and should be stopped. LW to follow up.

- **Service Charges** – dealt with under Heating #2 above

- **University Works – and above**

More works. The University refurbishing their water and heating for 5 months. Letter being sent out. Again, promises of no disruption to Luxborough Tower residents. A representative from the University to explain.