

**Pembury Estate Residents' Association
Executive Committee**

Minutes

Date	6:00pm, 23 March 2025
Venue	Committee members' home
Present	Chloe Campbell, Lewis Fleming, Richard Harris, Lizzie Houghton, Stephen Knight, Senait Mebrahtu, Lottie Story

Agenda item	Discussion	Action
1. Appointment of facilitator	LH appointed as facilitator.	
2. Apologies for absence	Ash Patel, Cindy Taplin	
3. Minutes of last meeting	Minutes of 19 February 2025 approved.	
4. General Meeting agenda	Seeds for Growth are the new contractors to work with the gardening group. It was agreed to invite them to the General Meeting on 26 March 2025. We will identify to them that issues arose previously because (1) Peabody didn't provide a water supply; (2) Peabody deleted members' fob access; (3) vermin are around the area; (4) there was not enough organisation of plots and their usage wasn't tracked; and (5) some people no longer had time to work on their plots. RH suggested proposing renaming the garden "John's Garden", after the founder of it who passed away. At the April General Meeting we will discuss a vote of "no confidence" in Peabody.	
5. Questions for our next quarterly meeting with Peabody	❖ Agreed to ask questions of Peabody as follows: <u>Strategic approach to estate management</u> 1. What is Peabody's process for prioritising work on rectifying major issues across the Estate? (e.g fire safety, sewerage repairs) 2. We understand a recent surveyors reports recommended an inspection of the corroded sewers outside the bungalows on Shellness Road. Has that been actioned, and if so, what were the findings? 3. Complaint 780187 related to a communal leak affecting multiple flats in 13 Atkins Square in 2020 to 2021. In an incomplete and still outstanding Stage 1 response to complaint 780187 on 16 November 2021, Leander	

	Mansell (Head of Customer Experience) wrote that “In 2021 we have started a new process where leaks affecting a number of properties or in the communal area, are now raised to a specialist team who will oversee the repair until resolved”. How does this process work in practice? In particular, how has it worked in relation to the leaks on Tolsford Road which have affected multiple properties but not been fixed? <u>Fire safety</u> 4. What is the current progress on the fire remediation works for each of the blocks in Pembury Circus? 5. What is the latest status of the Dalston Lane fire investigation? Have the released evidence samples been scientifically examined? If not, is this still to be arranged with Peabody’s insurer? 6. What steps have been taken to ensure the compartmentalisation of the New Pembury blocks? What steps will be taken? <u>Business continuity</u> 7. In a recent complaint response specific to the Dalston Lane residents (CAS-1328677-Y1F6S2), Peabody acknowledged that lessons needed to be learnt about ‘Providing adequate cover for staff during absences.’ What lessons have been learnt and what specific measurable actions have come out of this learning? <u>Complaints</u> 8. For 2023/24 the Housing Ombudsman found maladministration in 73% of complaints cases referred to them about Peabody as a landlord. What performance management metrics do Peabody have in place for measuring acknowledgement and response time for complaints, and escalation of complaints to Stage 2 and the Ombudsman? 9. What are the current ratings regarding maladministration by Peabody? 10. When can complaints be added to MyPeabody, to allow residents to track their progress? <u>Water pressure on Hindrey Road</u> 11. Who is responsible for managing water pressure on the Estate? If this is not the same	
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	for every block, please break down the answers by block. 12. Thames Water tests pressure at the pavement rather than inside the flats. Can Peabody arrange a 24-hour pressure test at flat level where there are reports of inadequate water pressure? 13. Why are complaints about water issues not being logged or escalated according to the complaints handling SOP? (CAS-1332246-Z1J5B3) <u>Landscaping and gardening project</u> 14. How long is the Seeds for Growth contract? 15. How will Peabody manage the contract to ensure the space is properly maintained? 16. What is the process for Seeds for Growth to escalate with Peabody issues that may hinder the project, such as lack of fob access or water issues? 17. What will be done to address vermin (e.g. rats, foxes, etc) around the allotments to make it a safe space to grow food? <u>Mulching on new plants and beds</u> 18. Residents are concerned that new planting inevitably dies because of insufficient mulching. Will Peabody commit to mulching on new planting in beds to ensure longevity of plants?	
6. Cooperation with other Residents' Associations	SK: We have been approached by a group representing multiple Residents' Associations on Peabody estates. They want to engage in closer cooperation. ❖ Agreed to invite them to meet with us.	
7. Any other business	None	

Date and time of next meeting: to be confirmed.