

**Pembury Estate Residents' Association
Executive Committee**

Minutes

Date	6.30 pm, Tuesday 8 April 2025
Venue	Zoom meeting online
Present	Chloe Campbell (Joint Chair), Lewis Fleming, Richard Harris, Lizzie Houghton (Joint Chair), Stephen Knight (Secretary), Heather Mendick, Ash Patel, Lottie Story In attendance: Steven Gibson, Kay Majola, Ben Paul, Ben Siegert, Sunny Vadher

Agenda item	Discussion	Action
1. Appointment of facilitator	LH appointed unanimously. SK delegated to ask questions of Peabody attendees	
2. Apologies for absence	None	
3. Minutes of last meeting	None	
4. 21 Atkins Square bin room	SK: Residents reported anti-social behaviour including evidence of sleeping and smoking in the bin room, and unauthorised entry. Residents are aware that the issue does not arise from tailgating, and suspect fob misuse. They have repeatedly reported it to Peabody but Peabody have not addressed the issue. BP: Repairs jobs to bin room doors have been assigned. BS: There is no issue with the external bin room door. The internal bin room door is being fixed. We are not sure how people are gaining access. We have contacted the police. Peabody are not doing anything about the residents' suspicion of fob misuse. We will write to the residents to ask them to gather data for us. [On 9 April 2025 SK went to check on the issue, and noted that a repair to the internal and external door was underway.] [On 11 April 2025 BS provided the following correction to his statement in the meeting: "The internal and external bin store doors were repaired yesterday and are now locking properly. The attached letter was sent to residents yesterday, outlining what Peabody is doing to combat anti-social behaviour in the block, and how residents can assist. We are monitoring the situation closely."]	By 11 April 2025 BS to write to residents at 21 Atkins Square about how to provide data to Peabody to assist with tracking unauthorised entry into the block.
5. Hindrey Road unauthorised access	RH and AP reported unauthorised access to bike stores and bin stores on Hindrey Road. A person has bedded down to sleep in one of the bin stores tonight.	

	SV: Police have been called about this and may visit the estate tomorrow.	
6. 13 Atkins Square bin shed	SK: The 13 Atkins Square bin shed has had its lights out for over a month. This has been reported repeatedly but not repaired. There are two sensors for the lights, one on the external door and one on the internal door. The internal one is broken. [On 9 April 2025 the repair was finally logged, but as of 15 April 2025 no repair had been undertaken.]	BP to ensure this repair is dealt with.
7. 10 Atkins Square beeping	There was beeping coming from the basement of 10 Atkins Square following flooding to the area. [On 11 April 2025 BS reported that the beeping has stopped. Nonetheless, T. Brown will be visiting next week to carry out an inspection and ensure the issue does not recur.]	BS to ensure this is investigated.
8. Atkins Square paving	BP: The original contractor did a poor job. A concrete slab should have been lifted and relayed before the paving was relayed. Peabody refused to sign off on the work so it is now being re-done. The Committee expressed their approval of this approach to contract management. It will be completed in the next 2 to 3 weeks.	
9. Tolsford Road solar panels	SK: There are pigeons nesting under the solar panels on the Tolsford Road building closest to Atkins Square. There is also a missing solar panel, and a broken solar panel, each of which have pigeons nesting under them. AP: Similar issues with nesting are occurring on all the New Pembury blocks. [On 11 April 2025 BS reported as follows: "The solar panels are currently disconnected. However, the missing panel will be replaced prior to the reactivation of the system. PGM are arranging for pigeon netting to be installed at Tolsford, Shellness and Hindrey Rd."]	BP and BS to deal with this.
10. Plants on New Pembury roofs and gutters	SK: Grass is re-growing in gutters on New Pembury, in particular Hindrey Road. A plant is currently growing out from the solar panels on the Hindrey Road block closest to Atkins Square, and wasn't dealt with when the grass was cleared from the gutter last year. BP: Scaffolding is expensive so we will try to get access to properties. A discussion followed about how to get access. The Committee noted the difficulty in gaining access to flats when the leaseholder is an absentee landlord who is letting out the property to a resident. Post addressed to the leaseholder will often go unopened, and writing only to the leaseholder, who then has to contact the resident, rather than to both the leaseholder and "The Residents", removes any opportunity to liaise	BP to look into remedying this.

	directly with the resident and arrange access swiftly. BS refused to countenance directly contacting the residents of properties to gain access. He gave no reason beyond this not being what Peabody do. Peabody refuse to contact the resident of a property to gain access, even if this would ensure access was gained when otherwise it would not be, or would take longer. Instead they would consider whether it was worthwhile to take the leaseholder to court, but usually Peabody would consider it is not worth taking action.	
11. Planting trees on Pembury Circus	Peabody were not able to provide any update on the new tree planting on Pembury Circus which they are required to undertake to meet their minimum legal requirements.	Peabody estates team to provide an update on when work will begin
12. Referral of people sleeping rough to support	HM: What processes does Peabody have to connect people sleeping rough on Peabody premises to support services? BS: This isn't within our remit. We have no processes for referring people to support services. SG: We do actually have a process developed locally to connect people into Street Link and support services, which SV: We do attempt to contact support services but most people do not accept assistance. SG: We are rolling this out across the caretaking team.	The Committee expressed support for positive learning to be taken from this, with the need to roll out a formal process as outlined by SG and SV across Peabody.
13. Door issues on New Pembury	SK: The Peabody action tracker shows that doors on Hindrey Road have been fixed, but Shellness Road, Tolsford Road, and Dalston Lane remain outstanding. Peabody say there are budget constraints. BS: Budget constraints are for the financial year, which just started. The work may not be completed before April 2026 at the earliest. I imagine that the additional costs to residents of a lack of security are factored into that financial decision but that is just a guess.	
14. Strategic approach to Estate management	BS explained that there is no overarching strategic approach to Estate management or budgeting and that each team deals with its own issues.	
15. Water leaks from Shellness Road into garages	AP noted the existence of a leaks from Shellness Road into garages. BP noted that works had been undertaken but not all locations could be accessed.	BP to liaise with AP to obtain entry into the relevant locations.
16. Repair to a Thames Water pipe	BP explained that Peabody are repairing a Thames Water pipe in New Pembury because Peabody are more responsive than Thames Water. The pipe was corroded and this may have had an impact on water pressure. A timescale	BP to continue to work on the repairs issue.

	cannot be provided until access to properties is gained.	
17. Dedicated team responding to leaks	BP explained that, contrary to communications with members in 2021, Peabody had not established a dedicated team to deal with communal leaks.	
18. Dalston Lane fire	Peabody had not responded to a question submitted in advance about whether released evidence samples had been tested. BS was unable to answer the question at the meeting. [On 11 April 2025 BS informed PERA as follows: "The London Fire Brigade has not yet released the results of the examination."]	By 15 April 2025 BS to provide to PERA an answer from the Director of Compliance.
19. Compartmentalisation of New Pembury ceiling voids	At the time of the meeting Peabody were able to confirm that Shellness Road, Hindrey Road, and Tolsford Road had been compartmentalised. There was no information on the surviving Dalston Lane block's compartmentalisation. [On 11 April 2025 BS informed PERA as follows: "Yes, compartmentalisation was completed at Block 185–224 Dalston Lane in August 2024. Works to 225–295 Dalston Lane will be undertaken as part of the remedial works to the building."]	BS by 15 April 2025 to provide information on compartmentalisation of Dalston Lane's surviving block.
20. Completion date on repairs to Dalston Lane	SK: The Dalston Lane works are scheduled to be completed in April 2026. However, temporary accommodation has only been arranged until December 2025. This will leave people again being evicted and moved around. BS: We plan to extend around the time the tenancies end. SK: This will lead to landlords not agreeing to last-minute extensions. Why can't communication with the landlords be earlier? BS: I will speak to the people involved with the accommodation about extending.	By 15 April 2025 BS to (1) write to residents with the expected completion date of works; and (2) feed back to PERA about extending the tenancies on temporary accommodation until the expected completion date of the works.
21. Letter to Dalston Lane residents about support	AP: Peabody have not provided a promised letter to Dalston Lane residents about available support. Further, Peabody collections team have been chasing Dalston Lane residents despite them being informed that they should not do so. SK: What proactive apology and compensation will Peabody offer? BS: That is for the collections team, I will contact them this week. I will chase up if there is no reply.	BS to provide the letter about support by 22 April 2025. BS to contact the collections team by 11 April 2025 about providing apologies and compensations proactively to residents who

		have received demands, and immediately forward to PERA the response he receives. BS to chase up collections team by 18 April 2025 if there has been no reply.
22. Business continuity	SK outlined the issues that arise when there are planned and unplanned absences and a lack of processes put in place to deal with the absences. BS explained that he had spoken to staff this had affected but Peabody have not put in place any processes to stop issues from arising when absences occur.	
23. Hindrey Road water	There have been water pressure issues on Hindrey Road. BP: We are in the process of arranging tests. Thames Water will only test to the kerb because that is where they supply to. We are confident that corroded water mains are the cause of low pressure issues. If there are pressure issues following testing, pumps will be installed.	BP on 9 April 2025 to obtain a date for the testing and forward to PERA.
24. Mulching of plants	SK outlined the issue of Peabody paying for planting which then days because it is not maintained e.g. through mulching. SV: If I can get photos or a walkaround with residents then we can identify sites where issues arise.	SV to coordinate a walkaround with PERA.
25. Fibre installation	Peabody had informed PERA as follows: <i>"A recent shift in the fibre industry has introduced a new service-on-demand commercial model, requiring a set number of resident pre-orders before networks will agree to survey a building. We are currently reviewing how this change may affect our roll-out plans.</i> <i>As a result of this new funding approach, several network providers have postponed their build plans with us. Additionally, anticipated mergers and acquisitions within the fibre market this year have caused further delays."</i> There was no new information available at the meeting. [On 11 April 2025 BS informed PERA: "The telecommunications team has confirmed that they would be happy to attend the next meeting to provide an update, and answer any questions regarding the delays in the installation of fibre broadband at Pembury."]	BS to arrange attendance from the telecommunications team at the next meeting.
26. Painting in Hindrey Road	SK: There was no update provided about painting of Hindrey Road following leaks.	On 9 April 2025 BP to arrange

	BP: There was a roof leak above a staircase. This was fixed. I will arrange this to be painted.	the painting to be done.
27. Any other business	After the attendees from Peabody had left, the Committee held a debrief.	

Date and time of next meeting: date and time to be confirmed, to be on Zoom.

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