

Pembury Estate Residents' Association
General Meeting DRAFT Minutes

Date 7:30pm, Wednesday, 20th May 2026

Venue Pembury Community Centre

Present Cindy Shuster, Stephen Shuster, Russell Higgs, Ash Patel, Richard Harris, Lottie Story, Heather Mendick, Melissa Barnaby, Tony Gutman, Councillor Izzy Castello-Cortes and Councillor Pascale Frazer-Carroll, enough members to form a quorum.

1. Appointment of facilitator

Lottie Story appointed.

2. Introductions

Attendees introduced themselves and shared how long they had lived on or near the Pembury Estate, alongside newly elected Hackney Central councillors.

3. Apologies for absences

Apologies were noted from: Lewis Fleming and Maria Lee

4. Minutes of previous meeting

The minutes of the meeting held on 29th April 2026 were circulated via email and approved as an accurate reflection of the meeting.

It was confirmed that all actions from the previous meeting had been completed, so no detailed review was required.

5. Community Event

The group discussed plans for a community event on **Saturday 19 September, from 3:00pm to 7:00pm.** with several residents volunteering to help. A wet weather plan was agreed, including booking the downstairs space in the Community Centre if needed. Food options were reviewed, and members agreed to provide both vegan and non-vegan options, kept separate to avoid cross-contamination. Entertainment ideas included face painting, children's crafts, giant games, a tombola, and a raffle. A call-out will be shared on the residents' WhatsApp group for support, equipment, and activity ideas.

Actions:

- Cindy & Lottie to check hall availability of the Pembury Community Hall. **[Completed]**
- Ash to get food quotes for vegan/non-vegan options.
- Ask residents for volunteers, equipment, and activity ideas via WhatsApp.
- Contact potential face painters, including residents where possible.

- Explore tombola and raffle arrangements, including asking residents and local shops for prize donations. Ask Dot and Callum whether they are willing to support or lead the tombola.

6. Residents Association strategy and engagement

The group discussed Lewis's draft strategy, including the Association's role in responding to individual and estate-wide issues, accountability, and communication. Members agreed the strategy should clearly explain what the Association can and cannot do, particularly around individual casework.

The group also discussed improving estate-wide engagement and agreed to explore a resident survey to better understand priorities and experiences. The survey should be anonymous, include optional demographic questions, and be promoted through door knocking, events, QR codes, table-top sessions, and block representatives to encourage a wider response.

Actions:

- All to finalise the resident survey. **[Completed]**
- Heather to prepare printed and online versions with a QR code. **[Completed]**
- Heather to plan door knocking with block representatives. **[Completed – 13th June 26]**
- Use upcoming events to collect responses e.g. tabletops.
- Add a short note on what the Association can and cannot do.

7. Logo and social media

The new PERA logo has been launched, and a high-resolution version will be requested from Lewis. An Instagram page has also been set up, with plans to share positive estate updates, committee introductions, historic photos, and recent wins. Facebook duplication may be considered to reduce workload.

Actions:

- Obtain the high-resolution version of the logo from Lewis. **[Completed]**
- Begin posting on Instagram and consider cross-posting to Facebook. **[Completed]**
- Follow relevant local groups and invite others to follow the Association's page. **[Completed]**
- Consider posting committee introductions and positive estate updates.

8. Any other business

Refuse collection: Collection has improved in some areas, with the current frequency considered broadly acceptable.

Hindrey Road gates/access: Gates are not being closed properly, and Peabody/contractors need to manage access more effectively.

Parking/loading bay: Ongoing parking issues were discussed, including the need for a loading bay and a strategic approach due to unclear ownership/responsibility.

Full fibre internet: Installation may be complex and will require engagement with Peabody and residents.

Lift audio/blocked doors: Updates to be requested again at the next Peabody meeting.

Fire remediation at Acton Square: Delays remain unresolved, with reports and responsibilities still being chased.

Actions:

- Continue raising Hindrey Road gate and contractor access issues with Peabody. **[Completed]**
- Add blocked doors and lift audio to the agenda for the next meeting with Peabody. **[Completed]**
- Continue pursuing clarity on the Acton Square fire remediation works and related reports. **[Completed]**
- Consider how best to raise parking and loading bay issues strategically with relevant organisations.

9. Closing

Meeting closed. Next meeting will be 24th June 2026 from 7:30 – 8:30pm at the Pembury Committee Centre.

Action Tracker

Action Tracker	
Action – 20th May 2026	
Ash to get food quotes for vegan/non-vegan options.	Ash Patel
Ask residents for volunteers, equipment, and activity ideas via WhatsApp.	Lottie Story
Contact potential face painters, including residents where possible.	Ash Patel
Explore tombola and raffle arrangements, including asking residents and local shops for prize donations. Ask Dot and Callum whether they are willing to support or lead the tombola.	Ash Patel
Use upcoming events to collect responses e.g. tabletops.	Ash Patel/Heather Mendick
Add a short note on what the Association can and cannot do.	Lottie Story
Consider posting committee introductions and positive estate updates on our Instagram page.	Lottie / Russel / Heather
Consider how best to raise parking and loading bay issues strategically with relevant organisations.	All
Action – 29th April 2026	
Maria to follow up with reference number re: door that remains unlocked.	Completed
Cindy to follow up with Lottie re PERA constitution re: funding for garden club.	Completed
Maria to liaise with Billy (garden club) re: door knocking with Heather.	Completed
Add colour to logo.	Completed
Share PERA draft strategy.	Completed

Share proposed dates and theme for community event.	Completed
Action – 25th March 2026	Responsible person
Circulate the Pembury Estate Resident Meeting Notes from 26 November 2026	Seniat Carried over
Raise estate-wide awareness about the Renter Demonstration on 18 April by using flyers, noticeboards, walkway postings, and email lists to publicise both the demonstration and sign-making workshop.	Completed
Speak to Russell regarding supporting a sign-making workshop.	Completed
Explore funding options (including RA funds and external sources) for sign making workshop	Completed
Share the editable design so members can propose colour options and final options to be circulated via WhatsApp for decision.	Completed
to create a shared document listing priority estate issue.	Completed
Report the damaged or missing emergency fire exit mechanism to Peabody immediately, emphasising the urgent safety risk.	Completed
Not allowing residents to make complaints will be raise this concern at the next PERA meeting.	Completed
Action – 25th February 2026	Responsible person
Circulate the Pembury Estate Resident Meeting Notes from 26 November 2026	Seniat Carried over
TRA to request that Peabody provide financial compensation for Hindrey Road residents who have been experiencing ongoing water issues. Keep on tracker until resolved – 25/03/26.	Complete
TRA to keep addressing intercom and fob issues. Keep on tracker until resolved – 25/03/26	Ongoing
The TRA must urgently follow up with Peabody to close the gate and reinstate bollards, prioritising pedestrian safety, especially for children and the elderly. Keep on tracker until resolved – 25/03/26	Lottie Story or Cindy Shuster Partially closed
Action – 28th January 2026	
Circulate the Pembury Estate Resident Meeting Notes from 26 November 2026	Seniat Carried over
Following the next door-knocking session, CS will provide data on the number of residents who sign up.	Complete
TRA to raise neighbourhood manager conducting regular walkabouts.	Complete
TRA to feedback on the proposed letter to Peabody.	Complete
LS to forward the email to RH and HM.	Completed
LS to email a request for Peabody to attend the meeting with Thames Water and PGM, and to ensure they come with an understanding of the water system used on Hindrey Road.	Complete
TRA to request that Peabody provide financial compensation for Hindrey Road residents who have been experiencing ongoing water issues.	Lottie & Cindy Carried over

TRA to raise the questions raised under AOB with Peabody as discussed during our January 2026 Meeting.	Completed
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