

Peabody meeting 17th May 2022

In attendance

Dele, Richard, Senait, Katherine, Kerry Ann, Kay, Natalie.

Agenda Item	Issues	Actions
Service Charges	Dele has some responses to the question in hand. Different size properties are proportioned according to size 1 bed for example. It also takes in to account the square footage of the property. Initial costs are an estimate and then a final price of actual costs. It includes things like bulk refuse for example building insurance. Value for money, how do Peabody identify in a responsive repair which has an impact on the estate and ongoing repairs. Jobs are given to a surveyor and advise on what is needed.	Responses to be shared with residents at next meeting On information boards you should have a minimum of standards in terms of cleaning etc if you don't receive it you need to make a query or complaint. Any lease holder needs to raise a big rise property accounts Team. Contacting the customer services for them to pass the query to property accounts team. The accounts team will contact back. Dele to look at how many missed jobs are an issue. There is a quality surveyor that checks on quality of jobs. Dele to ask
Estate walkabout and cleaning concerns	Concerns about things that need to be picked up asap	Dele would like nominations from people of 2/3 people to escort Jason Reid caretaker and supervisor, Kerry Ann and Kay estate managers. To look at 2 dates one during the day and 1 in the evening.
Repairs	Dele has provided a document re kitchen and bathrooms and their scheduled works.	RA to look at the document and report back to Dele re the residents needs.

Safeguarding of contractors on the estate.	Dele says that the contracts at point of procurement would be difficult to involve the residents in as they are regional wide on a long term basis. However for smaller contracts Peabody could involve estate only contracts. Cleaning/ ground maintenance/ Reports if residents are concerned about make referrals to the customer hub for the estate manager to work with people to retain their tenancy. They can also support with benefits white goods for example.	Dele- Peabody want residents to consult with them on how they see improvements regarding repairs on the estate. Dele to get an invite to the RA to the next regional forum.
Solar panels on Pembury		Peabody do own the panels. We only have access to use the electric in the communal areas if electric is being generated at the time it is needed if not needed it is collected and sold to the grid.
Permits	How much How many tickets were issued How many spaces are being rented to people out to people who are not on the estate.	£20 for the year for the admin 2088 tickets raised 0 parking permits are rented out to anyone out of the estate only contractors that are working on the estate. Dele reports that abandoned cars have been removed from the estate. PCM will be asked for a report every 6 months.
Rehoming advice		Dele reports that they have a rehousing team and are to be contacted via the customer services.

		Peabody will help with a family that are in dire need ie their lives are at risk and there is a panel that will look at re housing.
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Next Meeting with Peabody on the 5th of July.