

**Pembury Estate Residents' Association
General Meeting**

Minutes

Date	6.30 pm, Thursday 26 th May 2022
Venue	Zoom meeting online
Present	Secretaries, Sheila, Senait, Yvonne, Richard Harris, Kerry, Kat McLoughlin, Lottie Story, Cindy, Toni, Nat and John Bakrin

Agenda item	Discussion	Action
1. Appointment of facilitator	Kat appointed unanimously.	
2. Apologies for absence	Lesley, Jane, Berto. There are very few members of the committee at present.	Chairs to message committee about attendance.
3. Minutes of previous meeting	Discussed previous minutes – agreed.	
4. Update from the Joint Chairs	See feedback from Peabody meeting below.	
5. Update from the Treasurer	£750 in PERA account, some will be used for Big Lunch, some has been allocated out for costs (zoom, website, insurance).	
6. Update from the Joint Secretaries	Kat, Lottie & Senait recognised that there is a lot of work involved in the role. Discussed training packages and clear briefing of role.	Secretaries to arrange a training package for all new roles.
7. Feedback from Peabody meeting	Richard fed back PCM Parking permits – Peabody said that residents will be invited to renew every February. £20 a year administration to renew. PCM started operating here Feb 21. 2,088 tickets were issued to residents in the past year. Cindy asked if we can challenge it as it does not guarantee a parking space. Discussion re: whether PERA can challenge it. Toni pointed out it deters people who don't live here from parking/dumping cars. Clarification given that a permit means you can park anywhere on the estate – not just on the road you live on. Service charges – Peabody said the service charges are proportioned by square footage and include management fees of 20% to cover admin costs	

	and estate inspections. Discussion about service charges, the fairness of the ground floor residents paying for lifts, etc. debate about the cost of service charges and fairness of it all. Richard commented that actual service charges for leaseholders were not capped and had to relate to actual costs. Regarding tenants, it appears that service charges were itemised, but included in the rent. It may be that the rent element is capped, but not the service charge portion. Toni says her service charge booklet says the service charges for renters are capped, debate about this. Toni will check her booklet. Richard says they aren't capped. Estate inspections – Peabody are keen to involve residents in estate inspections – details on the noticeboards of cleaning schedules. Peabody is committed to working with residents to involve them and Dele is looking into dates for estate walkabout. Safeguarding – residents can report concerns of vulnerable residents to the customer hub and it will be passed to the neighbourhood manager. Solar panels – Peabody owns the solar panels and costs are not passed onto residents. The electric feeds into communal electricity (which then saves residents money) before going to the grid. Rehousing assistance – help can be gained through customer hub, put your name down for rehousing. Ask to speak to rehousing team. PERA committee will meet Peabody on the first Tuesday of every other month.	Toni to check what her booklet says Richard to chase Dele for estate walkabout dates.
8. The Big Lunch/ BBQ	Taking place on Sunday the June 5th 2022, 1-5pm near the Pembury Community Nursery near Bodney Road. PERA has secured £1,500 funding, booked bouncy castle, dj, catered food coming in, some bbq stuff too. Craft table & face painting for kids. Nat is doing pampering and nails. Community centre booked as back up. Volunteers needed for the day to:	Volunteers to meet at the community centre at 11am on 5th.

	• 11am - Move tables and chairs (4) • To BBQ (1) • Cleaning up (4) • Bring tables and chairs back (4) • Look after bouncy castle – Sheila (2) • Put up posters – Toni has offered to put 12 (63 3rd floor)	
9. Service charges	See update above.	
10. Estate Walkabout	See update above, we've asked Peabody for two dates, one evening and weekend for working people. Dele will send them to us.	Richard to follow up dates with Dele.
11. Parking permits	See update above.	
12. Fire Update	Lottie fed back about block 10 alarms going off six times in two weeks. Discussed whether residents will be charge for false alarm call outs.	Secretaries to add to agenda for Peabody meeting - who pays for the false alarm if Peabody fail to swiftly fix fault.
13. Repairs across the estate	Sheila – T Brown are coming around, checking all properties for the work T Brown had done and they have failed them – as such they are redoing the works (boilers, heating works). Sheila will put it in writing and it can go agenda for meeting with Peabody. Peabody said they reclaim for works having to be redone. Richard suggested if you find faults in your flat, write it down, make a note of it, report it. Peabody does go back and ask for refund or repair if a repair wasn't done correctly. Discussed repairs and managing tracking them in some depth. Explained current repairs tracker and follow up that we do on Twitter, but emphasised the onus is on the resident to report repairs. It is only the repairs that aren't being fixed that we need to monitor and chase – problem is residents aren't following up hen repairs not done. If repairs are taking too long and not being done PERA can help follow it up, resident needs to inform us. John informed us that a few years ago his block had no water, it took the while block to come together work consistently over time to get Peabody to take action and fix the pumps – it took	Secretaries to add to agenda for Peabody meeting - is it possible to have a reference number repair posted on the PERA website so we can monitor whether it has been done. Lottie to send links to customer care hub, repairs tracker and explain what we can do to all PERA members. Richard to send letter for all residents saying the same.

	18 months. This is the kind of thing that can happen when we work together. You can submit FOI requests to get info you need. Discussed blocks working in silos to get things done, PERA would like whole community to also come together as one where needed. Repairs tracker clinics– steering group has restarted a repairs clinic to start soon. Main advice – call customer hub to report any repairs required and add them to the PERA tracker as well as letting the whats app group know if the repair isn't carried out.	
14. Section updates and activities	<u>Old Pembury East, Shellness side</u> Lack of cleaning and increased littering Yvonne - Fred, the caretaker, has just resigned after years. Residents appalled at his treatment. His duties had increased massively, told new block would be up to him as well. He had been off sick for a year and came back - nothing from Peabody. Clarence road, the litter is everywhere near shellness. Only one caretaker left for that side of the estate. John, suggests residents take photo evidence - he did and then they started cleaning it. He sent photos to customer care hub. Richard – talked about bins on 104 Hindrey road, Peabody should manage it, not us. Yvonne – bins on Clarence Road, she spoke to councillor about getting more hackney council bins – it did work eventually.	Add to agenda for Peabody and mention on estate walkabout. Secretaries to write to hackney council requesting bins on clarence road.
	<u>Pembury Circus</u> No new issues to discuss.	
	<u>Old Pembury West, Bodney Road side</u> Toni - what happened re Birchington House. Toni lodged a complaint about lack of repair online in meeting.	Richard – to call Dele to ask about Birchington House entry phone, lock has been disabled and we need to know what is happening.
	<u>New Pembury Tolsford Road, Hindrey Road</u>	

	No update.	
15. AOB	Police raided Birchington House today fyi.	

Date and time of next meeting: 6.30pm Thursday 30th June 2022 at the Pembury Community Centre.

DRAFT