



MINUTES

01.10.2019 | 19:00hrs | Meeting called to order by Dean Byerley

In Attendance

Committee Attendees:

DB - Dean Byerley – Chair | RW - Richard Walker – Vice Chair | SG - Sach Gray – Events Coordinator

TD - Tracey Dighton – Police Liaison Officer | DL -David Lackey – Health Liaison Officer

BT Babs Turner – Committee Member

Invited Guests:

RS - Robyn St Louis - Hyde Property Manager: robyn.st.louis@hyde-housing.com

JD - Janine Dewar - Hyde Property Services Manager: Janie.dewar@hyde-housing.com

Apologies:

SD - Samantha Dorney-Smith | HA - Huda Abdelrahim

Approval of Minutes

The previous meeting held on 01.09.2019 minutes were approved.

Treasury role

Huda Abdelrahim has conveyed her regret that she is unable to fill the position of treasure due to her professional and private commitments.

DB asked the committee if there are any suggestions to fill this role, of which there were no volunteers.

DB discussed the possibility of Hyde Southbank Homes managing the SERA accounts, this was confirmed as not a possibility, therefore the committee need to fill this role.

RW requested that SERA reach out to the neighborhood to encourage new members to volunteer to SERA, this reach out could be via a possible mail merge, posters and Facebook.

Action:

Hyde to confirm via their communications team if SERA can send out a leaflet to all residents via a regular Hyde mail merge.

DB to investigate if the SERA Facebook page can be reactivated.

Christmas social events

SG advised the committee that there was no possibility of booking the pantomime for the local children as there are no available dates. LEAP are available to do an arts and crafts event if agreed, and it was suggested by DB that SERA could provide a Santa's Grotto, which is normally organized by SD.

Action:

SG to contact SD to investigate if this can be organized for this year.

RW has made contact with Morley College drama department to investigate if they would be willing to provide SERA with a Christmas Pantomime. This is not a possibility this year as the college plan their years course work in January of each year. If representation was to be made in January 2020 then consideration would be given to running an event for SERA by Morley dramatics department.

Action:

SERA committee to draft a proposal to forward to Morley college for consideration before the end of 2019, so that Morley can decide if to add the production of a pantomime for Christmas 2020 to its curriculum.

DL discussed the possibility of organizing any other events.

Action:

DL to ask other residents for suggestions, and SG to discuss with SD for possible suggestions.

RW asked for confirmation on booked dates, as the email correspondence thus so far between committee members has been confusing. SG was unable to confirm exact booked dates, but thought Friday 13th December 2019, was the date for the children's event, and Saturday 14th December 2019 for senior event.

Action:

DB to contact Stockwell Community Centre to confirm what exact dates have been booked, and to issue these out to the committee.

Constitutional change

DB discussed the suggested amendments to the SWRA constitution, which are focused on:

- Misconduct of a committee member or member of SERA.
- Limitation on previous committee members actions.
- Limitation on timescale on review of the conduct of current and previous committees.

Action:

1. **DB to issue to committee the revised constitution with the amendments clearly highlighted, for all committee members to review and comment on.**
2. **RW to run previous constitution and amended version by SWLC for comments.**

CCTV

RW discussed the following issues with RS & JD from Hyde the following issues with the CCTV installation:

1. Which cameras are working?
2. When will SERA be provided with the requested spreadsheet identifying camera location and operation
3. The provision of the mandatory CCTV signage on all CCTV posts and building entrances, and estate wide generally to comply with ITO, and the Regulation of Investigatory Powers Act (RIPA) 2000.
4. This signage must inform the public CCTV recording is in operation 24 hours a day, along with the operator's name and contact details.
5. Provision of Hyde's procedures to SERA on how the system is used, and clear disclosure on how access to images can be requested.

Action:

RS & JD from Hyde to initiate the provision of CCTV signage estate wide to meet the legal requirements above, and to report at the next SERA committee meeting on the status of the CCTV installation along with provision of Hyde's procedures on the operation of the CCTV system.

Refuse bins and bulk waste

RW discussed the appalling situation endured by residents in relation to the reuse bins, and the dumping of bulk waste on the estate. Requests were made to RS & JD of Hyde to provide notices on the estate to the correct procedure on refuse disposal.

DB discussed the need for Hyde to produce a 'Map' for bulk refuse area's to be sent to all residents clearly identifying area's a day for bulk rubbish to be left out by residents.

Action:

1. RS & JD to discuss with Hyde's communication team the publication of a A3 sized map identifying bulk refuse to be sent to all residents, with the reverse of the 'Map' to be used as an information sheet on residents conduct around:

- **Antisocial behavior.**
- **Responsible behavior around refuse disposal.**
- **Notification of the use of 24-hour CCTV surveillance along with operators' details.**
- **Not allowing unknown visitors through the security door access system.**
- **Illegal copying of access fobs.**
- **Residents parking areas.**

2. Hyde communication team are invited to join SERA for a workgroup on the production of the resident's map. RS & JD to advise on the next steps.

Homelessness

DL discussed the issue of homelessness on the estate, with RS & JD from Hyde.

RS & JD confirmed that Hyde cannot physically remove homeless people from the estate but advised SERA committee members not to approach homelessness persons, but to contact the police.

Action:

1. TD – To bring up the situation of aggressive homeless persons on Laker Court at the next police residents meeting, and to revert to the committee on further advice and or action.

2. DR – To set up a meeting between Lambeth councilors and police liaison service to discuss a coordinated approach to deal with these issues

Drug usage on the estate

DL discussed the issue of a resident been intimidated by drug dealers in Homes Court & Jefferson Court.

DB discussed the misuse of the BT information point opposite Hyde offices by persons calling drug dealers.

RS & JD were asked what Hyde is doing in respect to the drug dealing taking place on the estate.

SERA were informed that the local police force are conducting raids on the estate currently to locate and remove dealers.

Action:

1. TD – To bring up the situation of drug dealing on the estate, but in particular the issues been experienced in Homes Court & Jefferson Court, along with the issue surrounding the leaving of an

axe on the railings to scare residents. at the next police residents meeting, and to revert to the committee on further advise and or action.

2. DR – To set up a meeting between Lambeth councilors and police liaison service to discuss a coordinated approach to deal with these issues

Access control fobs

DL discussed the issues of individuals using the local DIY stores to copy access control fobs, with RS & JD of Hyde. Major concern was raised around the method these local stores are providing this service and retaining the access coded information on the laptops unalised within store.

Action:

Request were made to RS & JD to visit these local sops to discuss the issue and to make contact with Paxton the fob manufacture to discuss the unlicensed usage of their software by these retailers.

Estate lighting

RW discussed the poor lighting repairs to the undercroft of Mobey Court, the failure of lighting columns within Mobey Meadow, and the lack of general lighting lux levels. RW discussed the poor operation of phot electric switches, resulting in 24-hour operation of external lighting.

RW asked RS & JD to request Hyde prepare a report on estate lighting, in conjunction with Mears, and to revert back to SERA on a lighting improvement scheme.

Action:

RS & JD to request Hyde prepare a report on estate lighting, in conjunction with Mears, and to revert back to SERA on a lighting improvement scheme.

Tracking of residents issues with Hyde

DB discussed a request to RS & JD to ask Hyde to provide statistical data on the status of resident's faults, along with response times and trends. This can be carried it in conjunction with Hyde property managers and published per estate. This can be utilized to monitor SLA's

Action:

RS & JD to discuss this further with Hyde and revert to SERA at the next meeting.

Blocked drains

RW raised the issue with repeated blocked drain outside the kitchen to 1, 2, 5 and 7 Mobey Court. This drain has been jet washed many times, but the blockage returns within days, and a camera survey of the drain needs doing to identify the issue with the sewers. He also raised concerns around the pollution to the ground due to the amount of effluent coming from the drains.

Action:

RS & JD to speak to Mears for an update on the resolution of this major issue, and to revert toe SERA ASAP.

Residents & Hyde surgeries

RW raised the suggestion to RS & JD of Hyde of setting up residents' surgeries with Hyde.

DB expanded on this idea by adding in the option of bringing together: Police, Local Councilor and Hyde representatives together for a weekend workshop for residents

Action:

DB to make contact with Kate Hooey to discuss the possibility of establishing this local residents workshop.

Fundraising

RW raised suggestion on various possibilities of raising funds for SERA, from Sainsburys, Tesco's AXIS Europe and Galiford Try. Discussion where held on social engagement with both Galiford Try who are building the new Allen Edwards primary school, and AXIS Europe who are undertaking major section 20 works on behalf of Hyde.

Action:

Fundraising to be tabled for further discussion at the next meeting.

Room booking protocol

DL discussed the unauthorized approach to Stockwell Resource center to book a police meeting, under the name of SERA. DB confirmed this was totally against the correct protocol. It was confirmed via DB that any booking made in the name of SERA to Stockwell Resource center are to be made by either DB, RW or DL.

Action:

DB to write to Stockwell Resource center to confirm formally the policy on booking rooms in the name of SERA, and to provide a list of authorized individuals.

Review on stipulation on community events

DL discussed a review on the stipulation of booking rooms at Stockwell Resources center.

Action:

DB to write to the principle of Morley College to open up a dialogue surrounding the stipulation on booking community events on the exchange of control of the center to Morley College.

Service charges

DL discussed the raise in management service charge from Hyde to all SERA residents. SERA are to challenge Hyde on the correct attribution of service charges to repairs and maintenance on the estate.

Action:

Service Charges to be tabled for further discussion at the next meeting.

SERA storage cupboard

DL confirmed that he holds the key to the SERA storage cupboard

Action:

A date to be agreed on a clear out of the SERAS cupboard at the next meeting.

AOB

DL confirmed that a coffee meeting was held on behalf of MacMillan cancer.

Action:

It is to be formally recorded that £150.42 was raised and paid to MacMillan cancer

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The meeting was adjourned at 21.15hrs

ACTION:

The next SERA committee meeting will be held on:

12th November | 19.00Hrs | Stockwell Resource center.