

# Minutes of the TENOA Committee meeting

Tuesday 6<sup>th</sup> March, 2018 at 10.00am  
at 33/9 Western Harbour View

**Present:** Rodney Matthews, Ken Webb, Pamela Bowman & Jo King (who had to leave the meeting after item 4c), David Gardner, Alan Henderson (who had to leave after 4d), Evan Simpson, Simon McIntyre (SMc)

**In attendance** Marc & Simone Myburgh (TEF), Jakub Swidzinski (Baltic Solutions)

## 1. The minutes of last meeting were approved

## 2. Matters arising

- a) **Website update** (JK): The committee were shown a presentation of the website in its current stage of development. Each page has a unique picture. The chairman's powerpoint presentation is now on a linked TENOA YouTube channel to which other videos can be added. The TEF open doors event in March (see below) will be publicised on the site.

The fee for the domain we used paid to the web-host, paid for previously by a former committee member, expires in June. If we continue to use the current web-host (*Go Daddy*) JK needs permission from the person who paid last time. JK will also see if there may be cheaper options.

Future actions include setting up a photo competition, a Logo competition and tidying up files.

It was noted that TEF accounts are available on request and the link to their website, which is already in place, is all that is needed in this respect.

### **ACTIONS:**

- Track down the whereabouts of the person who paid the last fee to the web-host. **(SM)**
- Add a note on website inviting owners or residents to contact TEF if they need any further information or have questions. **(JK)**

### b) **Owner responsibilities**

The committee looked at a page drafted by DG and RM to be added to the TENOA website. It seeks to explain, in simple terms, what the responsibilities of owners are according to our title deeds. The aim has been to simplify and *not* to interpret the title deeds, which we are not legally entitled to do.

TEF have also drafted a similar paper for their website. Whilst the former was focussed on helping foster good relations and the latter was on the legal requirements, they need to be compatible. Having read the draft TEF information paper PB commended it, though she commented that the distinction between owner and tenant needs to be clear.

**DECISION:** The committee were happy to post the TENOA paper to our website **(Action—RM, DG & JK)**

### c) **Identification of key people in each block to build up a closer sense of community.**

RM has made a low key approach to people, asking them if they would be prepared to get to know people on their block and foster a sense of well-being for those living in their stairwell. This gradual approach is showing more promise. RM

has found someone in blocks WHM 8 & 10 who are willing to help. RM will ask if more might be willing to get involved at the TEF Open Doors event in March.

**ACTION – RM**

- d) **Update on liaising with Midway and contact with City Suites:** AH reported that the Midway management committee functions much like ours but consists of block reps. AH thinks their factors are doing a good job, though there have been a few complaints about noise and pigeons. The Factors have had several unsatisfactory meetings with the owner of City Suites. The main question, SB said, is with whom does the responsibility lie? MB suggested we keep track of complaints by means of a complaints form on the website. Whilst we could advise residents to report undue noise disturbance to the Council, PB said they would only take action (if at all) if it occurs late at night.

**ACTION:**

- Put a note on the website advising people to contact the Council if noise is an issue late at night. **(JK)**
- Consider how best to keep track of complaints at the next meeting.

**Noise from letting emergency exit door slam shut.**<sup>1</sup> A number of people use the emergency exit doors to exit the block by the courtyard. This happens particularly in WHV block 7 & 9, for whom the short cut across the courtyard is convenient. The issue of noise was identified by one resident as coming from the exit to block 7. Since simply adding a notice on the door saying “These are fire doors and they must only be used in case of fire”, is unlikely to change behaviour the committee felt it worth exploring the option of making these doors an entry as well as exit door by making it possible to open them from the Courtyard using either a key or fob.

**ACTION:**

- Assess the cost of making these doors both exit and entry either by fob or by key. Ask Chubb for estimates for one door and for all doors (with possible cost saving). Once cost is known try it out in WHV block 9. **(TEF)**
- Owners will be asked if they would be prepared to share the cost. The cost will be divided by the number of owners who agree to this. **(RM)**

- e) **Other matters:** A number of complaints had been received. These included dog fouling in garage, cigarette ends and other items being thrown out of windows etc. It had also been noticed that some children had been playing about on the railings above the entrance to the car park. This is a safety issue, but best dealt with by speaking with parents.

**ACTIONS:**

- Find out how many times Baltic Solutions team have to clear up dog fouling in basement. **(JS)**
- Ask Joanne (TEF admin) about extent of pet ownership. **(SM)**
- Gentle reminder in TEF newsletter and during open evening that, according to title deeds, owners who wish to keep pets in their properties need to register the fact with the factors and obtain their approval. **(TEF Admin & RM)**.
- Ask local community council to reinstate notices on public pathways. **(KW)**

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<sup>1</sup> We have previously noted that there is a security issue when these doors are kept ajar in one block.

- Use website and TENOA notice boards in a way that helps residents feel the communal areas are like the 'village green' inviting people, including tenants, if they want to receive notification of news and activities. **(JK, KW & TEF admin)**
- Email owners to let them know they can read minutes on website. **(KW/TEF)**
- Contact those who have raised complaints to let them know what actions are being taken. **(RM & KW)**

3. **Membership update:** KW reported that the total membership is 241, and the total voting membership (one per property) is 205. A few recent arrivals have yet to sign up, and some older ones need to be reminded that they are invited to sign up.

#### 4. TEF report <sup>2</sup>

##### a) Finance report and discussion

The accounts had been received and circulated prior to the meeting. DG and SMC asked why there was a discrepancy between the total figures on the two debt sheets. SM explained that one is current situation and the other is historical, some of which had to be written off. PB informed the committee that the expenses awarded by the court often do not cover the whole legal expenses of recovering debt and/or property.

Other issues that TEF are dealing with are as follows:

- **Lifts:** dealing with noise and other issues. MB is waiting for correspondence from the new manager of Orona. Current debt to Orona is around £25K. They hope to clear this within around 6 months. Any works currently being done are paid for out of green fund. These additional costs amount to £3,518
- **Fire alarms panels:** Fire panels in 8 & 10 WHM and 10 & 11 WHB has already been de-linked. TEF are waiting for quotes from Chubb to de-link other blocks that are still linked<sup>3</sup>. One completed the fire alarm will only be set off in the block where the incident is occurring.
- **Access control to entrance doorways:** Half are digital half analogue. So TEF will need to change the analogue ones to digital.
- **Impact of storms and snow:** Council bin uplifts have been missed due to the snow, so they are having to catch up at the moment. TEF request residents to report malfunctioning of street lights to the council.
- **Stairwell carpets** are coming unstuck creating a trip hazards in some blocks. Attempts to reapply adhesive have not been successful, so there will be a cost incurred to replace.
- **Reviewing current contracts:** SM reported that once we have paid off money owed to Orona<sup>4</sup> and have paid Chubb<sup>5</sup> for the work of de-linking fire panels we will be free to look for better deals in new contracts. TEF are testing the market to see what these might be.

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<sup>2</sup> Owners are encouraged to read the TEF newsletter for March 2018 that details much of this.

<sup>3</sup> Subsequent to the meeting MM confirmed these to be 1 & 3 WHV and 4 & 6 WHM

<sup>4</sup> Orona have the contract for lift maintenance and there have been some problems with that company.

<sup>5</sup> Chubb look after our locks and the fire panels in each block.

b) **Housing Panel update:** TEF have acknowledged receipt of papers. The date of next hearing is 16th March.

c) **CCTV installation**

- **Domestic CCTV:** MM reported that the legislation currently in place will be amended in May 2018. TEF urge all owners who currently have their own CCTV installed at their property to be aware of the rules in place for this, and provided a link we suggest owners read:

<https://www.gov.uk/government/publications/domestic-cctv-using-cctv-systems-on-your-property/domestic-cctv-using-cctv-systems-on-your-property>

- **CCTV at The Element:**

**Pilot project in WHM block 8:** At the AGM it was decided to start installing CCTV in various blocks to assist with identifying vandalism and anti-social behaviour. Cameras have now been installed and MB has drawn up a table listing their location for the benefit of Fire Officers should there be an incident (saving us the fee that Chubb would have charged). The level of problems seem to have decreased since installing CCTV in the basement and in block 8, but these are early days.

**Requests for CCTV in other blocks.** There have been requests for CCTV in other blocks, largely due to security issues. Incidents at the doors can already be seen on CCTV at the entrances which have been in place since the beginning.

The Element Factors as well as the TENOA Committee will continue to work alongside all owners and their requests. Where this request relates to CCTV we (The Element Factors and TENOA ) will be assessing this on a case by case/ block by block basis and keep the owners updated with any decisions or actions made between The Element Factors and the TENOA Committee. MB pointed out that the purpose of the CCTV installation is to protect the premises and increase security coverage, not to monitor on a 24 hour basis.

**Procedure for reporting incidents:** If someone wants to report an incident, which must be either about vandalism or destruction of property, they must make the complaint to TEF in writing, either by Email or post. When there is damage to property these are dealt with on a case by case basis to see if its worth making an insurance claims. In cases of criminal activity TEF call the police in and give them access to CCTV footage.

d) **Update on current NBHC related repairs**

NHBC have given approval for insulation under block 5 and the work was undertaken in January and February. The access ramp needs resealing and they are repainting steel beams and rewiring lights in carpark.

TEF need more specific answers about work still to be done but it is not forthcoming. It looks as if NBHC will give a lump sum of cash for TEF to get contractors to do the work instead. It is believed that this is because NHBC will need to spend a lot more to upgrade the building if they do it themselves because it will have to comply with 2018 building regulations.

Some areas of courtyard are still covered by NBHC and we need to make sure they make whatever they do is watertight. But other structures like the water feature are not covered by NBHC insurance. Nor are the tiles on the sides of the steps. We need to defer the decision about the water feature pending cost

estimates. There was a suggestion we field ideas for what to do about it at the summer garden party.

**e) Baltic Solutions update <sup>6</sup>**

The following items are being paid for out of the Red Fund unless otherwise specified:

- Inspection of cladding in panels has been completed but some capping and joints between two kinds of cladding are missing. It will cost around £3,500
- A ladder on the roof needs repairing at a cost of £5,000.
- Replacement of window actuators, so they opening in case of fire, will cost around £6,000.
- Repair of a water pump in block 9 costing £2500 was paid for out of the green fund
- Gradual replacement of lights in landings starting with urgent repairs first and then the rest.
- Leaving a contingency for other matters. Look at budget and actuals and planned expenditure from Red Fund.
- Painting landings in each block bit by bit.
- Fence outside block 5: will fill in gap. (£500 out of green fund.)

The Committee wish to minute our appreciation for Baltic team work (especially in helping deal with snow in the bad weather!)

- f) **TEF open doors evening on 22<sup>nd</sup> March:** invites going out. This will be a very informal evening. We can have a committee sign up table for TENOA membership

**5. Ideas for other TENOA activities**

- a) An Element Spring clean up of rubbish trapped in bushes in front of WHV (This is not TEF responsibility as outside Element perimeter). **ACTION—KW**
- b) Another ‘Summer Fest’ is planned and we will look at dates next meeting
- c) There is a suggestion we erect a Christmas Tree in the courtyard. We can check if owners happy with this at the AGM and organise accordingly. The issue of lights will need to be thought through as there is a potential trip hazard from the wire from a source of power.

**6. AOCB**

- a) It has been noted that some residents are putting non recyclable rubbish (e.g. clothing) in green recycling bins. **ACTION:** Ask Council for information leaflets that we can enlarge and put on doors leading into waste bin stores. **(KW)**
- b) Someone has asked if it might be possible to install a charging point for electric cars in car park. It would be difficult. But some time down the line this might become much more important. As one can currently get grants for this it is worth finding out costs and funding. **ACTION – TEF?**

**7. Date of next meeting. 10.00 on 8th May**

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<sup>6</sup> See Operations Report in March 2018 TEF newsletter for details.