

Hide Tower Resident Management Board Meeting
Wednesday 19th April 2023 6.30pm

Present:

Mr S Graves	Chair	SG
Ms I Dahl	Vice Chair	ID
Mr B Abell		BA
Mr P Mixer		PM
Mr R Zanetti		RZ
Mr R Mangat		RM

Mrs Coral Gerald	TMO Manager	CG
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Apologies

Ms F Matoq	Secretary	FM
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The meeting was not quorate. The minutes were agreed and proposed by **ID** and seconded by **RZ**.

• **CONFLICT OF INTERESTS**

No conflict of interest.

• **MATTERS ARISING**

SG reminded board of the new rules for conducting the meeting, which are:

- Put hand up if you want to ask a question.
- No more than 3 minutes to put a point across.

PM had sent a list of questions regarding the water supply to **CG**. **CG** had forwarded to WCC but had not received a reply. **PM** also spoke to GEM and requested information about works that had taken place. **SG** will look at Risk Assessment and then review.

SG informed members WCC had a plan in place regarding the leaking stacks and informed that stack 1 will be repaired in June, with the stack beneath Flat 4 being repaired first.

PM & RM expressed concerns about the stacks being routed outside the block and the condition of the flooring and wooden panels in the lobby area.

• **REPAIRS & FINANCE**

CG gave the repairs report for March, which showed there had been a total of 53 repairs at the cost of £8,187.60. Two satisfaction slips were returned, and phone calls were made. There was 29% satisfaction.

Trade	Type of Repair
Drainage	2
Damp	1

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Electricity	10
Plumbing	32
Joinery, Fixture & Fittings	3
Glazing	3

Invoices over £500 for March

- Leak to cistern in flat on 8th floor and flooring in toilet. Also renewed original cistern at the cost of £516.
- No hot water to flat on 18th floor £510.
- 3 Bull lights renewed in the lobby at the cost of £588.

The cost of repairs was higher in March, due to heaters having to be ordered and renewed, and there having been leaks in properties.

CG still waiting for the £24,833 payment from WCC from 2 void recharges. An email has been sent asking for an update as to when the invoice is going to be paid.

WCC paid allowance of £53,994.90, which also included £1198.25 for office rent.

Bank balance on the 31st March in the Current Account is £5334.09. This increased by the 19th April to £60,527.24.

This increase is due to the allowance being paid by WCC.

The deposit account contains £363,986.28.

Quarterly monitoring:

- Completed 3 updated flexible tenancies, however, have been unable to scan onto WCC system due to flood in office.
- Completed 1 Initial First Visit to new tenant.
- The spend on repairs increased from £18,998 to £24,273 due to having to purchase 18 new heaters to replace the original heaters installed in the block.

- **HEALTH AND SAFETY**

Estate inspections are completed monthly by **CG**.

- Water tanks

The drinking water is fed through the mains. Any remedial works in the risk assessment would have been done or planned to be done. Hide Tower contractor is to also check the tank rooms are in good condition, for example, the lids are secure and no debris in tanks.

Keith Rouse from WCC has agreed to have ASSA locks replaced.

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- Lift

Mark Kent from WCC visited the block on 30th March due to complaints about noise from Lift 176.

CG spoke to him about there being no response from the call centre when residents were recently stuck in the lift. We visited both lifts and pressed the alarm button on the top of the floor numbers and got a response both times.

Mark Kent also confirmed the following:

- the lift is maintained monthly by the contractor and **CG** has requested the contractor contacts the office when on site.
- the lift alarm went to the Out of Hours call centre during the outside working hours. The response time to attend an out-of-hours visit is about 1 ½ hours, and during working hours it is about 30 minutes.
- He also pointed out that in a panic, the resident may have pressed the bell sign on the intercom at waste level instead of the alarm with the bell sign at the top of the floor numbers. **CG** has sent a photo of both lifts to replace the “Alarm” sign above the bell button above the floor numbers, which is missing in Lift 176.

- Update on stack.

The Plan is to change the stacks which are located on the column on the outside of the block, which currently serve the first-floor properties from 3” to 4”. Then connect the stacks from the upper floors to the new outside stack. The stack in Flat 4, will be renewed first, and following on from that, stack 1 will be renewed in June. The stacks in the lobby were cleaned and disinfected on the 14th April and the plastic sheet fitted.

- **RESIDENTS ASSOCIATION**

No update

- **ANY OTHER BUSINESS**

SG mentioned snagging works by United Living has not been done and that their portacabins have been on site for 3 years. The samples for the hall floor have been delivered. **CG** will work from home when flooring is being renewed.

PM mentioned insurance claim for the lobby area due to the damage caused by the stack beside the office. **SG** to follow up with Keith Rouse. He also wants another site meeting and wants vents to be installed. United Living again asked for help to gain access to properties.

RM asked has United Living have reach their 65% to enable the vents to work properly. **PM** said the tally had been met for installation of vents.

The next meeting will be on Wednesday 31st May at 6.30 pm in the hall.

SG thanked everyone for attending.