

# Annual General Meeting

## Gresse Street Residents Association [GSRA]

**Date:** Wednesday September 10<sup>th</sup> 2008  
**Location:** Fashion Retail Academy

### Attendees

Chris Howard, Chair [CH]	Martin Lewis
Derek Beech, Vice Chair [DB]	Louis Magill
Pamela Munro, Secretary [PM]	Sue Twickenham
Mark Render	Gary Comenas
Fabio Santos	John Wilkes
Joe McDonald	Paulo Dasgupta
Annie Thompson	Neil Stewart
Morgan Lundgren	<b>Camden Council Housing Department</b>

### Officials

Stephanie Marsh [SM]  
Derek Mullen [DM]

### Apologies

Mark & Jane Perone	<b>Camden Council Housing Department</b>
Graham Harding	<b>Officials</b>
Keith Burnett	Stephanie Watts [SW] Caretaking Supervisor
Stephano [No. 17]	Patrick Bonner [PB] Patch Manager
Johnathon Lipman	Jennifer Tyson [JT] Surveyor

### Agenda

#### 1.0 Introduction

The Chair welcomed residents and officials to the 2008 Annual General Meeting of the Gresse Street Residents Association. Also, many thanks to the Fashion Retail Academy for hosting our meeting.

#### 2.0 Agree minutes last meeting

The minutes of the last meeting had been circulated previously and no corrections and/or objections received from any of the attendees. They were therefore agreed as correct.

#### 3.0 Financial report £361.11 in residents account. No expenditure since last meeting.

#### 4.0 Chairman's updates

##### 4.1 Walkabouts

No updates had been received from PB. More-over, residents were given less than 48 hours notice of the date and time of the last walkabout which violates standard council procedures and many residents were unable to participate. Many issues remain unresolved and causing increasing frustration for the residents. Some issues have significant health and safety issues, for example temporary wiring outside Flats 79/80 by EPS undertaken over 12 months ago has yet to be resolved. DM stated that 'walk-about's should occur 3 monthly and scheduled yearly in advance.

**Action: SM agreed to look into the issue of the temporary wiring. DM to arrange walk-about, if possible for late September / early October.**

##### 4.2 Caretaking issues

There was a lengthy discussion about the continuing poor service residents receive from the Caretaking service and by Camden Officials, SW & PB. It was highlighted that there is a charge equivalent to a yearly salary of over £20,000 levied on service charges. This would enable residents to employ a full time caretaker and greatly increase the amount and standard of work. Despite repeated requests Camden Council have failed to provide details of the Service Level Agreement so that residents can be informed about the exact service which should be provided and also evaluate 'value for money'.

The recent appalling standard of work undertaken by the caretaker on the cleaning and polishing of the communal areas was yet another example of the incompetent service provided. The caretaker had failed to follow standard health and safety procedures and two residents had been injured by slipping on the floor; footsteps were visible on the floor surface because the caretaker had failed to apply in small areas which could be 'cordoned-off' to dry; the floor and walls of the 3<sup>rd</sup> floor bin room were

ruined with caretaker pouring polish down the drain – this room had been painted by residents to provide a pleasant room for additional storage. PB has already agreed this work was sub-standard but has failed to provide assurances when it will be rectified. Every residents meeting the same problems and dissatisfaction are raised and have been the subject of a Stage 3 complaint.

**Action: Issues to be included in the planned walkabout. DM will confirm that SW & Jennifer Tyson [JT] for repairs will be on the walkabout.**

#### **4.3 Front Door final repair statement**

It was raised yet again that Bill Sheppey had failed to provide final statement for the installation of the front door. This had been the subject of a Stage 3 complaint & CH informed the meeting that residents may have to wait until 2009 for resolution, after consultation with Camden Council.

**Action: DM agreed to take back to PB.**

#### **4.4 Capital works**

CH had been in communication with Gavin Hayes, Capital Works and has been informed that lift replacement at Gresse Street has been made a priority in the 2010 -2012 programme. Charges will be incurred by leaseholders and the replacement will be subject to consultation.

#### **4.5 Residents' Project - Bin rooms**

Works have been on hold waiting for return from A/L PB – see also 4.1

#### **4.6 Planters**

These had sadly been vandalised but as a temporary measure have been planted with turf and protected with wire. Planters will be replanted next year.

**Action: CH to continue on-going care**

#### **4.7 Westminster demolition of 16 – 19 Gresse Street**

CH reported several episodes of working outside of designated hours. He advised all residents to report any incidences to Westminster Council to enforce correct working practice. On a brighter note however, Balfour Beatty did finally manage to organise the cleaning of our windows as agreed after demolition of former building.

#### **4.8 Glebe update – stairwell / decoration**

Loss of goodwill between Glebe and the Association, due to a noise complaint and objections against evening studio time, (Upheld by Camden Council's planning department) Glebe have withdrawn their offer to undertake more internal decoration of the block.

**Action: Internal decoration included as part of the walkabout, as no internal or exterior decoration has taken place via Camden Council since our block was built in 1979.**

#### **4.9 Communal cleaning**

There were more complaints about the communal cleaning and part of the overall poor service provided by the caretaking service.

**Action: To be included on the walkabout**

#### **5.0 Leaseholder Issues**

Main concerns raised related to the service charges and especially the charges for caretaking / cleaning. [Refer 4.1]

**Action: DM advised leaseholders to raise concerns with the Homeowners Section**

#### **6.0 Resignation of the current committee and election of new officials.**

All the current committee tendered their resignation. No nominations received for new officials. DM, of behalf of Camden Council thanked CH for all his hard work and the significant improvements he had driven forward with clear improvements for residents. CH will forward all relevant documents and financial statements to Camden Federation of Residents Association.

#### **7.0 AOB**

7.1 There were complaints of dog urine in lift, corridor and stairwells, and dog barking which had been registered as a noise complaint, on the second floor.

**Action: DM/SM will write to residents**

#### **7.2 Cross-rail**

The works have begun in preparation for Cross Rail redevelopment. The redevelopment will continue until completion in 2019. Community panel meetings invite members of the local community to attend, and information can be found on Cross rails website.

Many thanks to all residents for the support I have received during my time as Chair for the

Association. Even though I am not Chair for our building anymore, I am still actively involved in 'Friends of Open Spaces'(which is assisting Camden Council with the redevelopment of Whitfield Gardens) and have just accepted a role within a 'Pedestrian Panel' in partnership with Crossrail during the redevelopment of Tottenham Court Road Station.

**Meeting closed 19.30**