

**Minutes of Metro Central Heights Residents Association Meeting  
February 25<sup>th</sup> 2008 at 8pm  
Residents Lounge, Metro Central Heights,**

Residents Association Committee members present:

Richard Quick (Chair)

Gemma Bentley (Treasurer)

Kirsty Allen (secretary)

Francesco Cerminara

Hitesh Patel

Sarita Patel (Website)

This meeting was lead by Hitesh Patel

The committee had previously been working on various issues which are now resolved / completed. Therefore the purpose of this meeting was to establish new goals for the RA and to define its purpose. The meeting began by asking the floor for subjects for discussion. These minutes record the issues raised and the actions arising from these.

**Roll of the RA:**

- Floor – concern that RA does not meet often enough and do not communicate enough with members.

❖ **ACTION:** RA committee to organise meetings every 3 months

Note: Following meeting next meeting dates were set as June 4<sup>th</sup>, September 2<sup>nd</sup> and November 27<sup>th</sup> 2008

❖ **ACTION:** RA committee to provide more information on activities via the website to include:

- Bullet points from committee meetings
- More publicity for meetings
- The RA has no official status in dealing with many issues unless 50% of flats are members
- Interest in Right to manage/ buying freehold remains, but needs 50% of owners to be signed up for action to commence on this.
- Therefore, recruitment of new members must be increased, particularly non-resident landlords who have so far been difficult to contact, suggestions from the floor:
  - Gary Humphries (GH, building manager) can send a letter to landlords on our behalf, but is entitled to read contents so would not send anything openly critical of him or Peveral.
  - GH cannot give us names and addresses because of data protection.
  - Letting agents could be asked for details / to send mail
  - Details could be obtain from the land registry
  - Suggestion from floor that Robin Pyke, a leasehold reform advisor could help,
- ❖ **ACTION:** HP to contact Robin Pyke for indication of cost.

- ❖ **ACTION:** new members to be able to sign up on website.

Note: this facility is already available in RA section of website

- It was noted that the RA spent several evening in reception collecting information on residents.
- ❖ **ACTION:** Committee to:
  - ❖ Collate records from previous survey (floppy disks)
  - ❖ Produce mail shot and poster in lobby to recruit members and promote website
  - ❖ Review membership numbers at next meeting to see if recruitment is working.

## Recycling

- One of the residents had arranged for a member of Southwark council to talk to residents about recycling in MCH before the meeting.
- Leaflets were placed on reception to explain recycling at MCH
- She has worked with the council to increase the number of recycling bins and frequency of collection.
- ❖ **ACTION:** Anna will work with the committee to put recycling information on website.

## Double glazing

- SP and FC have investigated the options for double glazing at MCH.
- It is felt likely that the windows will be replaced at some point and that residents will either be charged a single fee or see an increase in service charge for prior to works.
- Comment from floor that an architect would be best placed to advise on this, member has offered to provide names
- **ACTION:** committee to find out if windows need to be replaced and time frame for this.
- Potential benefits/costs may be a good motivation to get landlords involved.

## Security

- Concerns that gym access is still not sufficiently secure, post it notes with the code left on concierge desk etc.
- Concerns that parking is abused by non residents
- Concerns that pedestrian gate often doesn't shut
- ❖ **ACTION:** Committee to contact GH to request that:
  - ❖ Concierge staff get more training in security issues
  - ❖ A board with the names photos of all concierges and who is on duty at the time be placed in reception
  - ❖ Clarification of the situation regarding towing away of cars with unpaid parking fines.

- A request was made to the floor that people notify us of problems by putting a note in the RA post box so we have a record.

### **Vantage**

- Concerns raised about impact of vantage on MCH facilities.
- ❖ **ACTION:** Committee to contact GH with Questions:
  - ❖ What are their (Vantage residents) parking rights? How will this be enforced?
  - ❖ What will the impact be on how busy the gym and pool are? Are there any plans to cope with this?
  - ❖ If they are sharing our facilities can we share theirs? I.e. roof garden.
  - ❖ Will our service charge be reduced to reflect the costs being shared by more flats?
  - ❖ Will they share the concierge?
  - ❖ Will they share the entrance?

### **Service Charge**

- Some concerns that the service charge is too high,
- Suggestion to floor that individuals should challenge GH on service charge issues they think are unfair. GH is likely to ask for quotes in this case and there is concern that these may not be looked into properly.
- Suggestion that a forensic accountant be employed to go through receipts, historical accounts, contracts etc.
  - Cost – aprox. £2k
  - Needs 50% of building to be signed up.

### **Maintenance work**

- Is there a 5/10 year plan of future maintenance work?
- ❖ **ACTION:** committee to invite GH to present this plan at next RA meeting.
- We should be notified of all work over £25K as peveral can charge 10% fee for this.

### **A.O.B.**

- Flood next to weatherspoons was not caused solely by lorries to the pub. GH is willing to present report on this to the RA if there is interest.
- ❖ **ACTION:** committee to ask GH about unsightly scaffold on Elephant pub – is this part of our block? Can we do anything to get rid of it?
- Queries about local building plans:
  - New building behind railway bridge

- Eileen house

Note information on all planning issues can be found here:

<http://planningonline.southwarksites.com/planningonline2/>

- Green Roofs
  - Floor (Jackie Rokotnitz) has obtained a proposal for green roofs on MCH from Peter McFadden.
  - Peter McFadden will present this proposal at an RA meeting if wanted
  - Queries about use of roofs as communal areas – JR to field questions via the website.
- Next social is dining club dinner at Hiba on March 13<sup>th</sup>.

Note: Subsequent to this meeting the RA committee has met to discuss the points raised and to assign action points to committee members. The committee will report back on progress at the next RA meeting to be held on June 4<sup>th</sup> 2008. Details to follow.