

Wharnccliffe Gardens Repairs and Decorations Project AC103

Working Group meeting 11am – 12pm 26 July 2023

In attendance.


Name	Position	Company
Katharine Chambers (KC)	Client Representative	WCC
Colin Burton (CB)	Quality Manager	WCC
Julie Haughton (JHH)	Resident Advocate	WCC
Henrietta Tanagidah	Resident Liaison Officer (RLO)	United Living (UL)
Carl Abrahams (CA)	Senior Contract Manager	United Living (UL)
Louise Mullarkey (LM)	Customer Experience Manager	United Living (UL)
Ben Whiterod (BW)	Contract Manager	United Living (UL)
Jamie Thomson (JT)	Contract Manger	United Living (UL)
Nicola Bailey (NB)	Working Group	WRA
Judith Harwood (JH)	Working Group	WRA
Geoff Pearce (GP)	Working Group	WRA

Apologies

Ian Merriman	Resident Advocate Manager	WCC
Romeo Kenge	Site Manager	United Living (UL)
Patricia Becker	Working Group	WRA
Paul Murray	Site Manager	United Living (UL)

1.1	<p><u>Update on the UL Project Team</u></p> <p>Carl Abrahams and Ben Whiterod will take over from Jamie Thomson who is leaving today (26 July). Timmy Makanju is covering on a temporary basis whilst Paul and Romeo are away. Henrietta is the new RLO and will manage onsite communication. Romeo will return from leave on Monday 31 July.</p> <p>JT confirmed that an Exit Programme will be provided once Romeo is back on Monday. The programme will be ready by the 11 August.</p>	<p>Action</p> <p>RK</p>
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<p>1.2</p>	<p><u>Update on the Walkways</u></p> <p>LM – Has put a process in place for the walkway communication. KC – The doorsteps fall in the freeholders demise. GP – How many doorsteps have been done?</p> <p>JH - Pooling of water on the walkaways is an issue. KC Confirmed that this issue has been sent to Bauder and it takes a few months to settle as it is the nature of the system. Tom from Bauder will do a walkabout and look at the walkways, WCC/UL will also organise a walkabout with the electrical designer to look at the laterals. The caretakers are to be invited to training session on walkway maintenance as previously discussed. GP – Added that we should mention anti slip in the newsletter.</p>	<p>LM to add to the newsletter.</p> <p>BW</p> <p>LM to add to the newsletter.</p> <p>LM</p>
<p>1.3</p>	<p><u>Resident Conduct</u></p> <p>KC Confirmed that residents have been approaching operatives in an inappropriate way which is making them uncomfortable. There has been evidence of filming or photographs being taken. This is illegal and the contractors will down tools and return to the UL office if this continues.</p> <p>JH – Contractors need to ensure that they carryout confidential tasks as they have been overheard discussing issues about resident’s properties.</p>	<p>BW</p>
<p>2.</p>	<p><u>Lateral mains - trunking</u></p> <p>KC – Presented examples of photographs of trunking used on Hallfield Estate.</p> <p>JT – Also brought in a sample for the group to view. The finish will last for 6 years as long as the correct paint is used. Residents will look at this on the walkabout at ground level.</p> <p>The new metal covers are very noticeable, and residents raised the issue that they can be scratched or vandalised as they are galvanised.</p>	<p>BW</p>
<p>2.1</p>	<p><u>Any Other Business</u></p> <p>NB – Explained that PB has proposed a new member to join the group. It was agreed that as the proposed member was a tenant she would be invited to join to help to balance the interest of the group between tenants and leaseholders.</p> <p>NB – Is a key holder to the Community Hall. JHH explained that there was a delay with the Hall Hire Team confirming the space.</p>	<p>PB</p>

<p>LM – We will offer drop-in surgeries for residents with allocated appointment times for residents. The group asked for evening appointments slots to be offered also. These will be logged by UL and WCC.</p>	<p>HT/JH</p>
<p>UL and WCC to agree a date and advertise this.</p>	<p>HT/LM</p>
<p><u>Snagging</u></p>	
<p>The new front doors closing too quickly and being unsafe for some residents was brought up and it was mentioned that the timing to close the doors could be adjusted. UL and WCC said this would be decided by choosing a single reasonable length of time which would then be applied to any doors having this problem. The norm being anything between 6-24 seconds.</p>	<p>BW</p>
<p>KC - Front door queries are still being followed up. A front door leaflet will be sent to residents.</p>	<p>HT/LM</p>
<p>Door installations – How many have been completed?</p>	<p>BW</p>
<p>JT – Asked if WD40 should be used to lubricate the windows. Astraseal (the window supplier) has asked us not to recommend WD40. They recommend another silicone spray because WD40 has corrosive qualities. An example would be 3-IN-ONE Professional Silicone Spray Lubricant.</p>	
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<p>Group requested an update on high bathroom windows - has anything been done? KC is awaiting update on pilot installation on window adaptation from UL, will be reviewed by UL/WCC/Astra Seal for performance prior to agreeing a roll out to affected properties.</p>	<p>LM</p>
<p>NB – Sent an email to Partnership1B@unitedliving.co.uk and no one came back with the three issues raised. UL to look into this. KC – Explained that all snags go to UL first before works are offered to WCC for final inspection, UL should have tracked these issues, WCC will look at the tracker to see if this has worked.</p>	<p>BW</p>
<p>GP – What is the latest with the scaffolding? JT – Explained there are still access issues or lateral mains works to be completed which is why the scaffolding is in place. JT to send this information regarding block by block.</p>	

	<p><u>Stairwells</u></p> <p>KC - There are no updates yet a new contractor has been put in place.</p> <p>CA – We will carry out a 360 survey on each block.</p> <p>KC - There is a change of management on site and the works will be completed to a good quality.</p> <p>CA – We do not want to give you bad quality and UL are not relying on WCC to point this out.</p> <p>Bin room doors - the doors have metal strips and the bolts can not close and have been painted. UL to review quality issues.</p> <p>JH Asked if the garden gates are included in the works? Are the costs still on target? A -Yes, they are currently on target. Has any contingency been used to date A - No</p> <p>KC Explained that the gates should be raised as a repair; walls are major works.</p> <p><u>Social Value</u></p> <p>KC – Car parking - An element would be allowed to include resurfacing works. A walkabout will be arranged on the 16 August to pick this up. (To be confirmed).</p> <p>A list of Social Value ideas to be sent by the working group.</p>	<p>BW/CA</p> <p>BW</p>
<p>3.</p>	<p><u>Date of Next meeting</u></p> <p>Wednesday 6 September 2023 at 11am at United Living site office Henderson Drive or the Wharnccliffe Community Hall.</p>	<p>JHH</p>