

**Minutes of meeting for Trinity Estates and Northfields Homeowners at Queen Boudicca School
Tuesday 19th January 2016 at 19:30
Chair – Councillor Martin Goss
Trinity Representative – Carolyn Nixon (Regional Manager – South East)**

Welcome and Introductions

The meeting was opened at 19:30 by Martin Goss (MG) and he introduced both Carolyn (CN) and himself to those present.

It was made clear by MG that the meeting was for all house and flat owners who have a direct relationship with Trinity. Colne Housing and CHP were invited to the meeting as major house owners and two residential reps happily attended on behalf of Colne who live on Northfields. (Details of these residents and their contact information to be provided to CN at the end of the meeting).

The idea for the meeting was arrived at following on from a conversation MG had with a resident who asked him to organise a meeting with Trinity. Due to the ongoing liaison between MG and CN this was agreed and Trinity took responsibility for writing to all property owners in December 2015 asking for items for the agenda and confirmation of their attendance.

CN requested that due to the nature of this forum and that the issues for discussion had been largely set out prior to the meeting she would be happy for any resident to speak with her privately after the meeting so contact details could be exchanged. MG also stated he would be happy to do the same for any non Trinity related issues which he would happily take away from the meeting to seek further information and/or resolution.

Television and Satellite Systems

An update regarding the satellite system was given by MG who confirmed that he and Anne Turrell met with the Regional MD of Linden Homes on December 10th to do a site walkabout and to discuss all issues raised with their team by local residents. The satellite system on Phase 1 runs on older fibre technology and was installed by a different contractor who has now gone into liquidation. SCCI have been appointed as the current contractors who have been used by Linden Homes to install Phases 2 and 3 of the system.

Linden Homes will be handing across the Phase 3 system to Trinity so that the whole system is supported by the management company with SCCI providing the necessary support. Trinity were asked late in 2015 (at the behest of MG on behalf of the residents he had been dealing with) to look at other options for supporting the satellite and TV system as there have been a number of issues resulting in poor reception or lack of service completely. This is being looked at by Trinity who are looking at the most cost effective method to deal with the current issues as well as providing a comprehensive call out service. At the moment, if the system does go down during the evenings or weekends (generally any time out of the normal 9-5 where residents would call through to Trinity and speak to the office support) a call can be placed to Trinity which automatically goes through to the appointed out of hours service who have been made aware that any calls in relation to the TV and satellite at Northfields should be passed to SCCI. This is currently an informal arrangement until costs and options are agreed by residents. CN advised that she is in talks with SCCI to provide a fully comprehensive cover package to ensure all out of hours issues are dealt with appropriately and equally importantly, as quickly as possible.

Linden Homes have been asked to provide the £8,000.00 cost that is required to completely replace the existing Phase 1 system and bring this in-line with the same current fibre technology as used on Phases 2 and 3. Some remedial works have been carried out to ensure Phase 1 becomes stable however further work is required to ensure that the whole estate is running to the same standard.

Linden Homes also cover the satellite system for each Phase under their 2 year guarantee so if the system fails, it will be repaired free of charge under the current warranty period. No charges should be levied on residents if the equipment in their phase falls within the warranty period. CN advised that Trinity will check all historic bills to ensure this has not happened previously and that any issues that have been dealt with were done so under the terms of the appropriate warranties.

It was put to CN that not everyone wants to use the system and so why should they not be able to opt out or use their own service provider. It was agreed that a two tier model would be investigated/ looked at for support due to this. It should be pointed out that following on from the meeting this was explored further and would unfortunately not be available. In the case of Northfields, Linden Homes installed the system and this was a commercial decision on their part and nothing to do with planning restrictions in this instance. As you will be aware your lease (flats) does not permit installation or erection of equipment to receive a televisual service and nor does the TP1 document (houses) which also sets out what can and cannot be fitted to buildings within the estate.

Trinity will also get comparable quotes for support so residents can see quotes from different organisations and as per the information provided by CN, she has already approached SCCI but will speak to Stanley, who are a leading communal television system contractor as well as one other. CN will ensure that residents receive an overview of each provider and the associated costs once this information has been provided to her/Trinity. It was also stated that SCCI are providing a very comprehensive overview of the services that they can provide (given their current involvement) and this will be distributed once it has been received.

Budgets, gardening and maintenance

Questions were asked about the gardening arrangements, what the costs actually provided and how these cost was split down. Questions were also asked how the accounts and budgets were submitted to Colne Housing as residents never get to see this statement. CN advised that she will review the estate services that are provided and ensure that a breakdown of services in accordance with the individual's liability/covenant to pay will be provided to all. This will be essentially dealt with by the Estate Accounting function however CN will be involved to ensure this information is provided and passed on to all Northfields residents.

Some more specific matters were raised by individuals and CN advised she would take further details in respect of these at the end of the meeting.

Parking in private spaces

Many concerns were raised in respect of people parking in private car parking spaces or shared parking areas causing parking problems for those who are entitled to use the spaces. CN confirmed there are various options available to deal with such matters but this would need to be agreed by all residents.

CN confirmed she would put together some options and costs once she had been in contact with the various parking control contractors that Trinity deal with – once they have carried out an assessment of the site and provided CN with the various options available she will provided a summary/overview

and put this information to the residents and carry out a consultation based on these findings to decide which is the most suitable option for the site. This will also give the residents the opportunity to raise any questions and concerns they have in respect of the services that could be offered and to ensure that all hot spot areas are covered. .

Appointment of Residential Directors

It was discussed about the process for appointing Residential Directors. Linden Homes need to resign as the Shareholder Directors and hold a meeting where residential directors can be voted on and appointed. Each lease holds a vote and it should be remembered that if you don't use your vote when given the opportunity, you may not get your say in how the estate operates. CN therefore urged all residents to attend and become involved. The handover typically takes place once the last contractors leave site and all shared areas are completely finished. Written confirmation of this and the dates of EGMs or AGMs will be sent to owners directly by Linden in the first instance.

When Phase 3 is handed across in the coming months and all common areas 'finished' then this process will begin.

CN advised that she would make contact with Linden Homes to ascertain roughly when they intended to/planned to hold this meeting and resign. Martin advised that residents need to definitely come forwards and grab this opportunity as it means they can direct how their money is spent and what work is carried out on your development.

CN advised that there is literature available regarding the formation of a residents management company and residents associations on both the ARMA and Lease websites. Due to the size of the documents it would not be responsible to circulate the guidance notes with these minutes and so they can be obtained at www.arma.org.uk/leasehold-library and at www.lease-advice.org/information.

New signage

CN was asked to provide some better signage for the flats on Turner Road (107 – 151) and also for the houses on 15 to 23 Cowper Crescent. She confirmed she would do this and the appropriate signage would be ordered to be erected due to issues with some visitors to the estate being unable to find some of the flats.

Lighting in private areas

It was highlighted that some private lampposts in Trinity managed areas were not yet wired in. MG said that residents must not pay for these works and this needs referring back to Lindens. CN advised that residents would only be paying for the communal lighting which was operational and was effectively 'demised' to them. Any costs for the lights being made operational would not be borne by the residents and would be dealt with by the developer.

Carolyn confirmed she would get all private lampposts numbered and audited so issues could be taken up directly with Linden Homes. This would also make any later issues easier to identify for residents and for Trinity by the defective light being identified by its unique number. Residents were also asked to contact CN directly with any information that they may have regarding this and if they believed some of the lights were not operational- whether out of order or not wired in as yet.

Door entry system on Turner Road flats 107 to 151

There are issues that the road noise is heard rather than callers when visitors buzz on the intercom system. An engineer has visited several times trying to resolve the issue. CN confirmed she would follow this up with the engineer and look at finding a solution as this is becoming a common issue. This system should be covered by the 2 year warranty from the developer in this instance.

Recycling for Turner Road flats 107 to 151

Carolyn has confirmed she will contact Colchester Borough Council to arrange the installation of wheelie bins for recycling. Martin will provide Carolyn with the correct contact details.

SLA for responses from Trinity

Carolyn confirmed emails should be responded to within 2 working days and at the very least acknowledged by the Estate Manager or the Estate Coordinator. More complex cases would of course potentially take longer to answer/resolve however this would be detailed to the resident in their acknowledgement and responses and any requests for information or for matters to be resolved would be agreed typically between the Estate Manager and the resident. Should escalation be required this would then be directed to CN.

Covenants

It was confirmed whatever covenants relating to garden maintenance or satellite dishes would not be able to be changed. A variation of a lease is only carried out in extreme circumstances and not where residents wish to opt out of a communal service. All estate items are split in accordance with the number of units on an estate and there is no room to vary these unless there is an addition of more units or in some situations a change of use however this would not be the case at Northfields.

CN advised that each resident should check their lease or TP1 to remind themselves of their obligations towards the estate services provided.

Road adoption, parking scheme and open space adoption

Martin Goss gave a full update.

Linden Homes have confirmed they are getting all remedial works and road completion works priced up. They have intimated work on remedial works and road completion would start at the end of February and run through until April. Once Essex County Council (ECC) is satisfied with the works the roads will be put onto two years maintenance at the cost of Linden Homes. Following the two year period ECC would carry out a further inspection and agree any other remedial works that would be required prior to adoption.

A resident's only parking scheme along with some yellow line protection around the school is currently being drafted by ECC. It is believed the initial proposed design will be available February time although timescales are not yet fully confirmed. It was also questioned how long the period would run for e.g. one hour or 24 hour. At this moment in time this information was not known but Martin was going to ask ECC.

It should be clear resident only parking would only affect any parking where it takes place on what will become public roads and permits would need to be purchased. Private spaces would not be

affected by any such scheme. Where guests visit and they park on the road, a guest permit would be needed at a cost of something like 60p.

Linden Homes have agreed with Martin and Anne that they will fund the parking scheme and Essex County Council are expecting them to fund it. The parking scheme should be able to be moved forwards prior to adoption as the developer is funding the scheme.

The estate is designed as a 20 MPH area and speed restriction signs will be put up at the entrance once adoption has taken place. Legally speed signs cannot be put up prior to adoption. Despite this being challenged with Essex County Council they keep restating their legal position.

There is no planned formal zebra crossing outside Queen Boudica School but Martin promised to take this up with ECC.

ECC have also asked Linden Homes to take down all the one way signage as they will not be adopting the roads with the one way system that has been in place for some years. The only one way system will be outside the school. Details of this should emerge as part of the proposed resident only parking scheme. Martin said if residents are not happy with the changes they should make comment when the parking proposals come out for review.

An inspection has taken place of the open spaces in Cowper Crescent and Jade Gardens. A list of remedial works has been drafted and Linden Homes need to appoint contractors to carry out this work. Colchester Borough Council will eventually adopt the areas once they are happy they have been planted correctly and the areas are in a good state of order.

The adoption of these spaces will be much quicker than the road adoption and progressed separately.

Pathway from the Walk in centre car park to Queen Boudica School

Martin confirmed the planning application amendments had been submitted and were awaiting approval. Once the approval is given the ball is firmly back with ECC to get on and build the pathway. ECC have been told we need the pathway built this year.

The Road sign on Jade Gardens evens side needs to be reinstalled urgently and road signs for McCluskeys Street and Potter Mews will be replaced as the spelling is wrong.

Extra road signage has been requested by Martin for the odds side of Jade and houses further down Stanford Road.

Street lights

Linden Homes are currently doing a full light audit as part of their remedial works and all outstanding lights will be connected and repaired. This should be completed in the same time scale as the road completion works.

Feedback from meeting with Regional MD

During the meeting with the Regional MD between Anne Turrell and Martin Goss on Dec 10th, the following was discussed.

- Phase 1 Satellite system and poor service to customers - £8k wanted from Lindens
- Satellite system still under Lindens management control on Phase 3 and poor service
- Street name signs which have issues
- Lights which are still not connected or in service across the site
- Sinking pavement in Potter Mews
- Parking scheme across the site
- One way system
- 20 MPH limit
- Poor communication
- Views on Linden Homes
- Management company
- Road completion
- Road adoption
- Public open space works
- Friends of Northfields site - <https://www.facebook.com/groups/1498363967050622/>
- Drainage
- Contractor parking
- Customer care and repairs

All actions resulting from the meeting are being actively chased with Lindens and a regular dialogue is taking place with Martin Goss and Linden Homes. Results will be communicated.

Broadband

Martin Goss stated that BT had finally confirmed that all houses on Northfields will be able to get fibre broadband. There was a concern the houses on the odds side of Jade Gardens and also Stanford Road would not be able to get fibre as the houses were thought to be connected to a different cabinet. This has been checked by BT and confirmed all are off cabinet 63 in the Highwoods exchange which is enable for fibre broadband.

A fibre cabinet now needs to be installed on Turner Road which will have up to 288 connections. It has been pointed out to BT that there will be 350 properties here once the estate is completed. They told Martin that normally due to the increased cost of taking fibre that normally only 60-65% of residents on estates purchase this, therefore the capacity should be fine. Once available it will be first come, first served and once capacity has gone, it won't be available. MG will be speaking to Essex Superfast Broadband to ascertain a firm date on this matter.

The meeting concluded at approximately 9.00pm.