

**Quarterly One Manchester/CSM – Bentley House TARA meeting**  
**Tuesday 12<sup>th</sup> December 2017**

Present from One Manchester: Barry Seers, Ronan Forsyth (Mobile Cleaning Co-ordinator)

Present from TARA: Alan Holmes, Jenny Barnard, Lucy Carlin

James Vandeventer – PhD student (observing only)

Apologies: James Breen, Gary Power

**Last meeting minutes: 12.09.17 reviewed and actions followed up**

**1. Caretaker & general cleaning**

Barry: Biffa has stated some bin store ramps are dangerous, foliage and greenery to be removed. Individual ramps are being rebuilt (2 foot being replaced with 3 foot ramps), contractors are pricing up for Biffa. Dealt with a lot of the moss already.

TARA: Do the Humberstone bollards affect bin access (when they were planned to ease it)?

Barry: The remaining bollards are in storage; the piloted ones have been problematic and the parking bays are in poor condition.

**Action: Barry to talk to Alan Leicester for an update on bollards.**

Ronan: Jim the Caretaker has flagged up the moss on binshed roofs: I'm assessing whether mobile cleaners can clean gutters, will be done in early 2018; staff have had *Working From Height* training.

Some Rockdove & Hunmanby rough sleepers; Dave Edge will co-work with Jim Breen & Terry Ryan, Surveyor dealing with it.

Biffa has requested rock salt to be put in each bin room.

TARA: bins are collected on Thursdays only; may get more parking compliance from residents with more specific signage rather than 'No Parking At All Times' signs.

Ronan: Jim opens and locks all bin room doors for Biffa and ensures they're locked if Biffa staff and/or residents leave doors open. He is also reporting repairs; there have been 98 referrals from Mobile Cleaners in Hulme (23 from Bentley Estate). When they have the 'cage van' there, they're not allowed to take large items.

**Action: Ronan to find out contact person for Biffa for TARA.**

TARA: Welcome leaflet should go up with this info on into block noticeboards.

Alan: 20-30 Humberstone bin shed bolt still needs replacing.

**Action: Barry to ask staff with joinery experience to do this.**

Ronan: we are collating information about the costs of our work e.g. *this is how much we've spent on getting rid of flytipping, could be spent on other items etc* & also will be informing people of the possibility of prosecution if caught flytipping. We aim to put out information about the bin days, how to keep flats aired, not putting out big furniture, the old drainage etc.

Some Hulme Street flytipping garden rubbish has been dealt with.

**Action: Ronan will chase up flytipping on Letsbe Avenue**

Deep cleaning, motorised rotary scrubbers will be purchased soon.

Both walk-throughs have been jetted, will do twice a year (though can't jet the moss, as it spreads it around).

**2. Repairs & Quality Control**

TARA: Gutter clearance involved two men on a long ladder (did not always look safe) and a cherry picker (where accessible). Some gutters not done (possibly due to lack of access) & some bin shed roofs very mossy: Lucy and Jenny checked on Sunday and emailed a list to Barry and Jim which matches Barry's list of work still to do.

**Action: Barry to chase remaining gutter clearance with sub-contractors.**

TARA: Downpipes still blocked from previous contractors. Some may need removing and replacing.

**Action: TARA to ask residents to inform us if pipes are spouting out water.**

Barry spoke to the Gas Manager, a resident had a pipe changed by British Gas due to a crack in their existing one.

**Action: Letter to go out from One Mcr about what to do about getting gas pipes changed.**

Alan: 'Geoff' did my gas check in September but he didn't print out the certificate or do the follow-up work, as promised (20 Humberstone).

**Action: Barry to chase**

**Action: Barry to check if leaseholders can buy in Gas Check services from the Handyman Services**

**Action: Barry to contact Carl Horrigan & Nick Houlding (Main surveyor) about flat roofs & their maintenance/servicing (which has not happened since they were installed)**

**Action: Barry to send updated Quality Control document through to TARA**

**3. Fire safety update**

**Waites** are new cladding contractors for multi-storeys, all apart from St Georges Court to be re-clad (their terracotta cladding is fine). Duffield, Hornchurch and Royce to have new gas systems. 'Waking Watch' in multis, smoke alarms in all blocks, communal and individual. Starts in January 2018.

On Bentley, bikes are being stored in hallways still, if people leave out stuff that blocks the corridors the Caretaker leaves a note on it.

TARA: Bentley fire risks: buildings are concrete and feel secure; however smoke spreads even with concrete.

**Action: Barry to talk to fire brigade re smoke alarms, fire risk assessments for blocks.**

**4. Binsheds & anti-social behaviour (ASB)**

Ronan: Reduction in sharps removal: needles removed from communal block 2-12 Hunmanby in November. Zion Centre has sharps disposal. Residents should use CST's email for reporting anti-social behaviour

(Community Safety Team).

## 5. Sewage issues

Barry has called United Utilities but can't get hold of plans for the pipes and manholes on the estate re waterworks or named contact at UU. Site visit not yet happened.

**Action: Barry to keep chasing.**

## 6. Bike storage

### *Hunmanby bike cage*

Some dead bikes removed after Tort notice put up.

TARA: there are some dead bikes still in there, though a resident has tidied up a lot of the mess and put up hooks etc.

### *Humberstone proposed bike shed*

Stopped for now due to two residents blocking the proposal.

The area needs jetting outside TARA office. Will need to be careful re noise and avoiding cars. After 8.00am it's fine to do outside work. Issues around leaves being blown into road and Biffa not collecting these on time.

### *Rockdove proposed bike shed*

Stopped for now due to one resident blocking it.

TARA: can we propose looking at a new site for these sheds?

**Action: Barry will speak to TfGM to check if funds are still available on existing proposal if location changes**

**Action: TARA will bring it up at AGM**

## 7. Leaf Street / Keepmoat development

Barry: Block A and B completed near Stretford Road; all let by end of next week. Contractors on site still, problems with wi-fi and heating.

TARA: When the buildings are completely finished, everything needs cleaning due to the large amount of dirt and dust created. The road cleaning is not consistent.

**Action: Barry will chase up getting ALL Bentley House windows being cleaned**

**Action: Lucy to inform if roads not cleaned regularly**

## 8. Leaf Street, Letsbe Avenue, Hulme Street / green spaces

TARA: Not all green waste has been removed by Gary's team yet. Residents leave waste at end of and on Leaf Street, which then rots and attracts ASB. Gary Power has stopped replying to emails despite promising to reply within 7 working days at previous quarterly meeting. He promised to fix & service the strimmer months ago but we have not had it back yet. He gave us a non-functioning strimmer to replace it. Variable quality of work done on estate including grass-cutting (due to undulating ground). TARA has not received gardening tools that were offered.

**Action: TARA to contact Steve Wellborn instead of Gary Power as he is more proactive.**

TARA: Supply and installation of water butts not yet agreed.

**Action: Barry to ask 'Grow in the City' for information (re City Road compost and water butts)**

Barry: Ivy letters have gone out to affected blocks to have it removed on Humberstone & Hunmanby; one resident objected and one was in support (over same affected area) so One Mcr will need to make a decision. It is covering road signs in places.

TARA office: ivy growing inside the window now, coming from adjacent ground floor garden.

**Action: Barry to chase updates & timescales**

TARA: Knotweed is a major issue on Letsbe; Gary said it would be poisoned and removed by July 2017 and at December 2017 it has not been dealt with and spreading – this can cause major structural building problems.

**Action: Barry to chase Steve Wellborn**

Barry: Update from Steve Wellborn re tree survey: they are surveying all One Manchester property and won't reach Hulme till Feb/March 2018 (currently in Ardwick). No work will take place until they consult with TARA. If there are particular issues with particular trees, pass them onto Steve Wellborn/Barry/Jim Breen. They use a contracted tree surgeon.

*TARA: Lucy W is considering making some maps of the estate to show details of trees, plants, shrubs etc, which will prevent confusion with new residents and staff members. **Still TO DO***

*Some work has happened on the pots/trees over-growing on Hulme Street: **Ongoing***

Yodel damage: the ground has repaired itself though they never admitted fault or paid compensation to One Mcr.

**Action: Barry to chase Alan Leicester re noticeboards and match-funding for external noticeboards.**

## **9. Neighbourhood Investment Fund (MCC)**

Barry: attending Ward Coordination meeting Thursday next week & will ask about funds for gardening tools etc. Got money for sheds and gardening tools for one of the multi-storeys (Meredith Court).

**Action: Jenny to contact Belinda Hayes about alternative methods of CSM/One Mcr contributing small amounts towards TARA admin (previously covered by the Tenant Participation Unit; transferred to 'Neighbourhood Fund' now)**

Lesley Brereton to be main contact for Community Liaison now.

## **10. Leaseholders**

Barry: Change of Leaseholder Manager from Sarah Tate to Graham Bennett.

TARA: are aware of leaseholders owning multiple flats and renting out for high prices.

Ronan: One Mcr regularly take action against people subletting, rely on Caretaker and happens mostly in multis. Use CCTV for evidence. Need to live somewhere 6 months prior to death of tenants, to have a 'right

of succession', need to meet criteria for not under-occupying. Allowed to sublet part of flat or house but not whole. Bentley has most leaseholders of One Mcr stock.

TARA: the large amount of subletting that happens negatively affects our community.

Some residents find it hard to keep track of service charge payments and how much to pay.

Barry: 'Managing Money' service is available from One Mcr to offer advice on financial issues.

Jenny emailed Sarah Tate to check on whether blocks of 3 flats pay double the service charge to blocks of 6 and it appears that they do.

## 11. Miscellaneous

Stock condition survey from Savills: letter has gone out to random flats. 10% sample of stock across group. Alan volunteered to be visited.

**Action: Barry to check what this is.**

TARA: Alan Leicester is match-funding with one resident's fundraised MMU money to buy 7 new external noticeboards across the estate.

**Action: Barry to get update from Alan.**

TARA: Chaotic eviction of one resident: told he was being evicted at 1pm, but it happened at 10am and he's been offered a substandard flat?

Barry: I attended court, the resident was aware of time. He left a cat in the flat, the RSPCA have caught the cat now. The alternative flat we have offered to the resident has pass let-able standards and is liveable however the resident missed a number of appointments where work was booked. Adam Daley is the Neighbourhood Officer for St Georges and it should all be sorted ASAP. The resident needs to engage with One Mcr.

TARA: the process for permission needed to do work, even in leasehold blocks such as calling the Surveyors could be included in the information letter going out to all residents.

Alan mentioned to Jim Breen on 4<sup>th</sup> December that the yellow Transit van is still on Humberstone and has not moved for years.

**Action: Barry to chase.**

One Mcr & TARA keen to work with James Vandeventer.

A Humberstone resident has again reported late night noise in the TARA office.

**Action: Jenny to email all users again about this and check on loaned out keys.**

## 12. AOB

Alan: wants a sheet of rent payments (has stopped).

**Action: Barry to ask Richard Lister (Service Manager).**

TARA: Will become more of an issue re Universal Credit. Will be a big issue for those with chaotic lives.

Barry: Wayne Selcridge has done staff briefings on Universal Credit, most front-line staff have been briefed. We will send information and provide support to those who need advice – One Mcr will be supportive than be punitive.

*End of meeting*

**Action: Barry to invite to next meetings:**

Graham Bennett, Interim Leasehold Manager  
Steve Wellborn, Environment Manager  
Alan Leicester, (job title not known)

**Meetings scheduled for 2018:**

- **End February 2018 pencilled in walk-about dependent on weather; Barry to invite Steve Welborn, Jenny to call Alan H when date confirmed.**

**Quarterly One Mcr-TARA meetings**

- **Tuesday 13<sup>th</sup> March 2018, 6.00pm, Lovell House**
- **Tuesday 12<sup>th</sup> June 2018, 6.00pm, Lovell House**
- **Tuesday 11<sup>th</sup> September 2018, 6.00pm, Lovell House**
- **Tuesday 11<sup>th</sup> December 2018, 6.00pm, Lovell House**