

Date	Jun-23
Regional Manager	Sara Weller
Project Lead	Yvonne Young – Neighbourhood Manager
Project Team	Estate Services: Michael Chivers, Property Services: Paul Camies, ASB: Sabina Joseph

Issue Ref	Date Raised	Department	Issue / Action Description	Update/Progress	Responsible Officer	Target Date	Last Update Date	Duration Open / Months	Status
3	25/05/2022	Property Services	Intercom 1 – 8 Stafford Court – intercom not working and not fixed.	Update: Section 20 still with homeownership. This is being chased Update: I have authorised this to proceed today 20-01-2023 Update 23/01/2023 Paul updated at the meeting that stafford court is in the final stages of upgrade and should be finalised within 5 weeks	Paul Camies	30/11/2022	23/01/2023	13	Open
4	25/05/2022	Property Services	Intercom 1-7 Cornwallis Court – the intercom has been out for about 20 months	Update: Quotes have been approved. It’s on order with DSSL. Works should start after 7 November 2022 once we’ve received the goods Update: I have authorised this to proceed today 20-01-2023	Paul Camies	30/07/2022	22/09/2022	13	Open
8	29/09/2022	Property Services	Pest Control	Koby confirmed he’d raised Pest Control and they’d visited before. Koby to chase	Koby	30/11/2022	22/09/2022	9	Open
9	29/09/2022	Property Services	Maintenance & Fix Post Inspection – Quality Checks	Contractors look at % of their works for post inspections. We do similar. Koby to look at maintenance repairs.	Koby	30/11/2022	22/09/2022	9	Open
10	29/09/2022	Property Services	Scaffolding around Cornwallis	Paul explained why. He confirmed it wouldn’t be there long. Scaffolding should’ve been removed	Koby	30/10/2022	22/09/2022	9	Open
17	30/06/2022	Other	Cycle and Pram Stores -	Update required from Yvonne from her visit. I’ve confirmed to Yvonne this must be done by the AGM. Update 23/01/2023: Yvonne away from business until 13 Feb 2023. Will update after this date	Yvonne Young	30/11/2022	27/10/2022	12	Open
21	29/09/2022	Other	CCTV Residents are paying for CCTV is it working?	The current cameras are working. We need to upgrade the CCTV at Lansdowne Green. This is work in progress Update 25/05/23: Francis Tabansi provided update in Sara's absence. The CCTV is rented from Siemens and it is working however Southern Housing need to establish how to retrieve footage. This is currently being looked at. Sara is meeting with the community safety head in regards to CCTV upgrade wanted to ensure it is linked to the local authorities centre which will allow police direct access to footage.	Sara Weller	30/11/2022	25/05/2023	9	Open
22	24/11/2022	Other	Grounds There are increased numbers of foxes on Lansdowne Green. They are quite noisy at night. What actions are Optivo taking to manage this situation? feeding foxes too.	Sarah Weller to call a wildlife facility, take advice on what can be done and revert back with a plan. Optivo environmental health to be contacted also. We also need to ensure that residents are informed to avoid feeding foxes. Leaving food out for squirrels and pigeons may inadvertently be increasing the Rat population	Sara Weller			7	Open
25	24/11/2022	Property Services	Intercom A number of door entry systems are still outstanding in terms of fixing. This means that the general public are able to access blocks without restriction. Is there an update as to when all door entry systems will be fixed? This item includes Tait Court Temple Court 8-15 Sudbury Court	Update: Paul C - 27/01/2023 Tait Court needs a section 20 due to the value. This has gone out today to the H/O team in order to consult leaseholders. So what happens now a notice of intent goes out (1month) , then the section 20 letter goes out (1 Month) then they give a period of time for residents to come back to us. Temple Court – Was raised to proceed Only after this process has gone through would we legally be allowed to proceed with the works. Update 25/05/23: 16-25 SUMNER COURT - VIDX - Sec 20 now raised - 4-6 weeks TEMPLE COURT - Complete 13-20 ABBOT COURT - VIDX - Sec 20 now raised - 4-6 weeks 13-24 DEAN COURT- Sec 20 now raised - 4-6 weeks COMBINED - TAIT COURT 1-23 - Sec 20 Observation End awaiting next steps COMBINED - TAIT COURT 24-33 - Sec 20 Observation End awaiting next steps 1-27 WALDEN COURT - Requires Sec 20. Request 2nd quote Paul what is the status of 8-15 Sudbury Court? 1-8 Stafford Court? - Issue Ref 3 1-7 Cornwallis Court? - Issue Ref 4	Paul Camies		27/01/2023	7	Open
27	24/11/2022	Other	Storage Locks - Temple Court Why were locks changed on the lock-ups (Temple Court) without notification to tenants? New keys were also left within the locks at risk of being stolen.	Sarah Weller to investigate which department attended and changed the locks. It may have been the Fire Team however normally the Fire Team need to notify Sarah’s Team as to when they intend to perform these tasks so they can ensure letters are sent out to the residents. It could be on this occasion it was short notice however Sarah will need to establish what occurred. Update: 23/3/23 – We’re unsure who changed locks, spoken to Estate Services and Fire safety team. Update 30/03/23: Committee member Denise to forward Andrew/Sara background info on why the current locks were deemed inadequate to allow Sara to consider way forward	Sara Weller		30/03/2023	7	Open
31	27/04/2023		CPM - Duration Prior to Ticketing Currently CPM allow 5mins prior to ticketing a vehicle. The committee voted for this to be extended to 15mins to allow visitors to obtain the visitors permit. Sarah to take this back to CPM to enact	Update 25/05/23: The CPM account manager is on paternity leave. Sara awaits their return for update	Sara Weller	25/05/2023	25/05/2023	2	Open
32	27/04/2023		Exercising Dogs in Communal Areas & Mess Michael to pursue signage stating 'No Dogs' within the gardens. Specific issues in Temple, Sudbury and Sheldon court. Michael to see if can negotiate regular emptying of dog bins with Lambeth council Sara to explore what the guidelines are of what the responsibilities are of dog owners	Update 25/05/23: Michael has contacted Andrew to determine where signs are to go up as previously discussed locations in the garden will not work	Michael Chivers	25/05/2023	25/05/2023	2	Open
33	27/04/2023		Just Ask - Lift breakdown Service Activity Andrew and Sarah Weller to look at how many lift breakdowns have been reported since ‘Just Ask’ have been commissioned and if they needed to be called out to assist tenants as a result.		Sara Weller	25/05/2023		2	Open

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34	25/05/2023		Longley Court Condition Poor state of Longley court. Are there regular checks being carried out at Longley court for general cleanliness , functioning and that residents are okay? We do not see any representatives and the block is in a constant poor state. A resident was refused ambulance assistance as the lift was full of filth		Sara Weller	29/06/2023		1	Open
35	25/05/2023		Service Charge Increase Residents have not received the appropriate accounts documentation for this year's service charge. When will this be received? Also the justification for the increase in service charge is also not clear		Sara Weller	29/06/2023		1	Open
36	25/05/2023		Service Charge Increase - Homeowners & tenants What is the percentage increase in service charge for homeowners in comparison to tenants that do not own their home		Natasha Matthews	29/06/2023		1	Open
37	25/05/2023		Communal Block Lights Constantly On Walden and Kemp court reported that communal lights are on constantly. Southern Housing to survey the blocks and determine what can be done e.g. sensor lights		Paul Camies	29/06/2023		1	Open
38	25/05/2023		Pets Allowance LGTRA are aware that dog ownership is now allowed however tenant raised further query as to when this became permissible as no dogs were previously allowed.		Sara Weller	29/06/2023		1	Open
39	25/05/2023		Cyclical Décor Do tenants have a choice in any of the décor design such as colours etc?		Sara Weller	29/06/2023		1	Open
40	25/05/2023		BBQ in the Garden As it seems that BBQs are permissible in Garden areas can health and safety Guidelines be circulated as some dangerous practices have been witnessed by some residents		Sara Weller	29/06/2023		1	Open
41	25/05/2023		37 Bancroft - Rats The flat awaits documentation from Lambeth to close the tenancy and relet however request is whether anything can be done in regards to the rats that have been seen within this property in the meantime?		Sara Weller	29/06/2023		1	Open