Lansdowne Green Tenants & Residents Association (LGTRA)

Date: 29/10/2026. Time: 6:30 PM Location: Lansdowne Green Community Hall

Present: Angela Abdesalem (Chair), George Boateng (Treasurer), Marzieh Ansari (Secretary) Denise Brown, Jocelyn Chapman, Christine Mills, Vennessa Pencille, Jim Levez. Mark Betz, James Parkins, Fay Anderson.

Apologies: Neila Baiguzhanova

In attendance: Ms Debra Oakley Commercial Manager for Smart Parking

Welcome and Introductions

The Chair, Angela Abdesalem, opened the meeting, confirmed due notice had been given and that the meeting was quorate. Committee members were encouraged to attend regularly to represent their respective blocks.

Minutes Sign-Off

The minutes of the previous meeting (July 2026) were agreed.

In attendance: Ms Debra Oakley, Commercial Manager, Smart Parking

1. Welcome and Introductions

The Chair, Angela Abdesalem, opened the meeting, confirmed that due notice had been given and that the meeting was quorate.

Committee members were encouraged to attend meetings regularly to represent their respective blocks.

2. Approval of Previous Minutes

The minutes of the previous meeting held in July 2026 were agreed.

3. Parking Management – Smart Parking

Ms Debra Oakley, Commercial Manager of Smart Parking, attended the meeting to explain the proposed parking management system and answer questions from committee members.

The following matters were discussed:

3.1 Automatic Number Plate Recognition (ANPR)

Smart Parking proposed introducing an ANPR system to replace the existing physical permit arrangements.

Residents' registered vehicles would be placed on a permanent whitelist, allowing them to enter and leave the estate without requiring physical permits.

3.2 Resident and Visitor Parking

- Residents would be required to provide their vehicle registration numbers before the system became operational.
- Visitors could register through a tenant app.
- Residents without smartphones could use QR codes to register visitors.
- A tablet would be installed in the Community Hall to allow visitors attending events to register their vehicles for up to 24 hours.
- A 45-minute grace period would apply to all drivers entering the estate, including delivery drivers.
- Temporary vehicles, including hired cars, could be registered for specific periods.
- Vehicle registration at an address outside Lansdowne Green would not automatically prevent a resident from registering the vehicle.
- The existing allowance of up to two vehicles per household was discussed.

3.3 Smart Hub Management

Smart Parking recommended that approximately four committee members be authorised to manage the Smart Hub.

The Smart Hub would allow authorised members to add or remove vehicle registrations and make temporary changes, including backdating registrations by up to two days.

Training would be provided to the nominated members.

The committee agreed to consider who should be given access.

3.4 Implementation and Communication

Ms Oakley explained that installation would normally take place approximately two to three weeks after the contract was signed.

The system would not become operational until residents' vehicle registration details had been collected and uploaded.

The committee emphasised the importance of informing all residents before implementation to avoid unnecessary parking charges.

It was proposed that information letters be distributed to every household, with additional notices displayed in communal areas and on the LGTRA website.

Smart Parking agreed to provide a draft information letter.

The committee discussed arranging professional distribution of the letters, potentially alongside the AGM notices.

3.5 Smart Parking Account Management

Ms Oakley confirmed that the association would have two account managers:

- Zoe Pinfold – Internal Account Manager.
- Andrew Ogden – External Account Manager.

The account managers would provide ongoing support following implementation.

3.6 Existing Parking Contractor

Smart Parking would contact Southern Housing regarding the proposed contract and the termination arrangements for the existing parking contractor, CPM.

The committee also discussed outstanding parking charges issued under the current arrangements.

Actions:

- Smart Parking to provide the proposed contract and resident information letter.
- LGTRA to collect vehicle registration numbers from residents.
- Committee to nominate approximately four Smart Hub administrators.
- Smart Parking to arrange training and confirm the implementation timetable.
- LGTRA to coordinate communication with residents before the system becomes operational.

4. AGM Arrangements

The committee discussed arrangements for the forthcoming Annual General Meeting in November 2026.

It was agreed that notices should be distributed to residents in accordance with the required notice period.

The committee discussed using the same distribution service previously engaged to deliver notices across the estate.

The Secretary requested information about activities undertaken during the year to prepare the Chair's annual report.

Activities identified included:

- Coach trips to Southend, Eastbourne and Winchester.
- Tai Chi sessions, which had been trialled but subsequently discontinued.
- Chess sessions held on Mondays from 5:00 PM to 6:00 PM.
- Community events and Christmas activities.

- Ongoing work to improve parking arrangements.

The committee also discussed providing refreshments at the AGM.

Actions:

- Arrange printing and distribution of AGM notices.
- Prepare the Chair's annual report.
- Confirm the AGM refreshments budget.

5. Christmas Committee Dinner

Jim Levez reported that the proposed restaurant associated with Gordon Ramsay required an advance payment of approximately £60 per person for a group booking, together with a set menu.

Members considered the cost excessive and discussed alternative restaurants.

Dishoom at Battersea Power Station was suggested as a more affordable option.

The committee agreed to proceed with Dishoom, subject to availability and confirmation of the booking arrangements.

The proposed date was Tuesday, 8 December 2026.

Actions:

- Jim Levez to contact Dishoom and arrange the booking.
- Confirm any deposit requirements.
- Inform all committee members, including those absent, of the change of venue.

6. Christmas Coach Trip

The committee confirmed that a coach trip to the Dickens Festival was planned for Saturday, 5 December 2026.

Jim Levez had prepared the promotional poster and would arrange for notices to be displayed.

7. Children's Christmas Party and Community Christmas Celebration

The committee discussed arrangements for the Christmas party scheduled for Saturday, 12 December 2026.

7.1 Children's Party

The children's party was planned for approximately 1:00 PM to 5:00 PM.

Vennessa Pencille agreed to coordinate the children's entertainment, presents and party bags.

The committee discussed providing sandwiches, pizza, chips, nuggets, vegetarian alternatives, cakes, sweets and drinks.

Members emphasised that children must be accompanied by responsible adults.

The hall's recommended capacity of approximately 50 people was also discussed.

7.2 Entertainment

Vennessa reported that she had identified a children's entertainer, with a quoted cost of approximately £367.50.

The committee discussed arranging a DJ who could provide music for both the children's party and the evening celebration.

7.3 Evening Celebration

The evening event was proposed to run from approximately 6:00 PM to 10:00 PM.

Members discussed providing buffet food, including chicken, salads and other party dishes.

A catering supplier was suggested, and members agreed to consider available options.

7.4 Budget

The committee discussed an overall Christmas celebration budget of approximately £2,000, covering the children's party and evening event.

The final allocation for entertainment, presents, food and decorations remained to be confirmed.

Members also discussed putting up Christmas decorations during the first week of December.

Actions:

- Vennessa Pencille to confirm the entertainer's cost and availability.
- Vennessa to prepare an estimated budget for children's presents and party bags.
- Committee members to assist with food and decorations.
- Enquire about DJ availability and cost.
- Treasurer to arrange approved payments once details are provided.
- Confirm the final catering arrangements.

8. Community Hall

The committee briefly discussed the future arrangements for the Community Hall.

Members emphasised the importance of maintaining suitable community facilities for residents and continuing the activities organised by LGTRA.

No formal decision was made.

9. Kemp Court Lift Breakdown and Compensation

Jim Levez raised concerns regarding a prolonged lift breakdown at Kemp Court, which had reportedly lasted approximately one month.

Members discussed correspondence from Southern Housing concerning compensation.

It was reported that compensation of approximately £400 had been offered to an individual resident, but that other affected residents would need to submit their own complaints.

The committee discussed helping residents understand the complaints process and encouraging those affected to submit individual claims.

Actions:

- Consider preparing a standard complaint letter for affected residents.
- Display information in Kemp Court explaining how residents can seek compensation.

10. Treasurer's Report and Financial Matters

George Boateng provided an update on the association's finances.

The balance reported as at 6 October 2026 was £22,539.47, subject to confirmation against the bank statement.

The Secretary requested the previous year's accounts for AGM preparation.

The committee also discussed outstanding expenditure relating to forthcoming events.

10.1 Hall Hire Payments

Members raised concerns about difficulties verifying whether hall hire fees had been paid before events took place.

It was agreed that a clearer payment verification procedure was required.

The committee discussed requiring payment by the agreed deadline before allowing bookings to proceed.

Members also discussed the existing arrangements for refundable cash deposits and the need to maintain proper records.

10.2 Card Payment Facilities

The committee discussed purchasing a card reader to allow customers to pay hall hire fees directly by card.

Members considered this a practical way to improve payment collection and record-keeping.

10.3 Equipment

The committee discussed purchasing a printer and a camera for association use.

The Secretary agreed to provide details of suitable equipment.

Actions:

- Treasurer to provide the previous year's accounts to the Secretary.
- Improve the process for confirming hall hire payments.
- Investigate purchasing a card reader.
- Secretary to provide details of a suitable printer and camera.

11. Constitution and Committee Membership

The committee reviewed the existing LGTRA constitution and discussed amendments to reflect the association's current structure and requirements.

Members agreed that the constitution should be updated, including the provisions relating to committee structure, membership and quorum requirements.

It was agreed that the quorum for the Annual General Meeting (AGM) should be 12 residents. The committee also discussed revising the quorum for ordinary committee meetings.

The Secretary will prepare a draft of the amended constitution and circulate it to all committee members before the next AGM for their review. The revised constitution will then be presented at the AGM for approval and signature by committee members.

Actions:

- Secretary to prepare the draft amended constitution.
- Secretary to circulate the draft to all committee members before the AGM.
- Committee members to review the proposed amendments.
- Present the revised constitution at the AGM for approval and signature.

12. Code of Conduct

The Secretary circulated the Code of Conduct required by Southern Housing.

Committee members were asked to locate their names and sign the document.

Action: Obtain outstanding signatures from committee members.

13. Fire Doors and Fire Safety

Members raised concerns about the ongoing replacement of flat entrance doors.

Several residents reported receiving insufficient information about the purpose and necessity of the replacement works.

Questions were raised about whether replacement was compulsory, the suitability of the new door frames and the arrangements for leaseholders.

Members requested clearer communication from Southern Housing regarding the fire safety requirements and the proposed works.

Action: Seek clarification from Southern Housing about the door replacement programme and its requirements.

14. Gas Servicing and Carbon Monoxide Detectors

Members discussed changes to the gas servicing contractor.

It was reported that PH Jones had taken over servicing responsibilities for the estate, although some residents had not received clear notification.

Concerns were also raised about the provision and positioning of carbon monoxide detectors.

Action: Request that Southern Housing provide residents with clear information about the current gas servicing contractor and relevant safety arrangements.

15. Estate Maintenance and Landscaping

Members raised concerns regarding the general condition of the estate, including deteriorating landscaped areas and insufficient planting.

Particular concerns were raised about areas near Tate Court and other parts of the estate where planting had been removed and not replaced.

Members considered that the current gardening arrangements were focused on basic maintenance rather than landscaping.

The committee also discussed damaged or untidy communal facilities, including refuse areas and doors.

Action: Raise landscaping and maintenance concerns with Southern Housing.

16. Communal Cleaning and Security

Members reported concerns about communal doors being propped open by cleaning contractors.

It was suggested that this compromised security and could damage door mechanisms.

Concerns were also raised about the standard of communal cleaning, including staircases and the methods used by cleaners.

Action: Raise these matters with Southern Housing and request that cleaning contractors keep communal doors secure.

17. Communal Lighting

Members reported that several external lights were not working, leaving parts of the estate inadequately illuminated.

Particular concerns were raised about the area around blocks 003 and 005.

Action: Report the defective lighting to Southern Housing and request repairs.

18. Any Other Business

Members discussed communication difficulties between Southern Housing and residents, particularly regarding maintenance works, contractor changes and estate improvements.

The committee emphasised the importance of residents receiving adequate advance notice of works affecting their homes and communal areas.

No further formal decisions were recorded.

19. Date of Next Meeting

The next scheduled association meeting would be the AGM in November 2026. The precise date was to be confirmed in the AGM notice.

The meeting was closed.