

Pullens TRA committee meeting 7 pm 10/07/2023- Minutes

1. Welcome

Present: MH (Chair) / VB (Treasurer) / DA (Sec) / TS (Vice Chair) / IH / KE / JH / MK / NP / PMQ / SH / KW

Southwark Council representatives in attendance: Ayat Mahmoud, Resident Services Officer / Marie Osborn, Communal Repairs Technical Officer

Apologies: MS

2. Agreement of agenda

Agenda agreed as circulated with additional AOB from DA will be discussed under item #10 Resident Services Provision.

3. Agreement of Minutes of 12/06/2023

7:05 pm adopted amendments to June 2023 committee meeting minutes proposed by KW and SH.

4. Finance report by Treasurer

Ahead of the meeting, VB circulated updated income and expenditure reports for periods 1/6/22 to 31/05/23 and 1/6/2023 to 7/7/2023. Unrestricted funds currently total £7,687.

Action item: VB to liaise with Southwark Group of Tenants Organisations (TRA financial auditors) to amend financial year dates as agreed in April Committee Meeting.

Signatory changes to the accounts are in progress.

5. Communal Repairs

MO introduced herself and the scope of responsibilities of the Communal Repairs team. A number of Committee members attended the monthly estate walkabout with MO and were able to indicate areas of concern across the two Penton Place blocks. MO also conducted a walkabout of the Crampton Street and Peacock Steet blocks on her own in the morning. TS and NP reviewed those blocks recently and will compare notes when they are available. Marie plans to visit the Iliffe and Amelia Street blocks on 4 August. It was explained that day-to-day maintenance is limited to fixing health and safety hazards which may include the scraping of flaking paint, replacing damaged nosing on stairs, replacing stairwell light bulbs, the provision of fire doors and fittings on to the stairwell, and filling of substantial cracks (those beyond the width of a pound coin) etc.

Cosmetic issues are dealt with by the Major Works team and should be factored into their planning.

MO urged tenants to report issues to repairs team using Southwark's web form or by email to repairs@southwark.gov.uk inbox. Offered to raise longstanding issues that have not been actioned with relevant stakeholders on the TRA's behalf.

Action item: MO to collate notes from estate walkabout and provide a list of actionable items for the Southwark team, which will be shared with the TRA Committee.

Action item: MO to clarify whether decoration and maintenance of communal doorways should be covered by standard service charge or Major Works. MO plans to use August walkabout to focus on this issue and will report to TRA Committee meeting in September.

Action item: Southwark Council repairs team to replace vandalised roof door at block 120-134 Crampton Street by 25/07/2023.

6. Anti-social behaviour, safety and security

All attendees recounted their personal experiences of antisocial behaviour on and around the estate. Recurrent themes included the use of drugs in the stairwells by non-residents; drug-related equipment waste; excrement on steps and in front of doors; residents having to support and / or call emergency medical help for drug users; “cuckooing” of vulnerable residents (where dealers take over a person’s home and use it to store or distribute drugs); violence; noise nuisance; verbal abuse; harassment and intimidation; vandalism; criminal damage; smoking. Attendees described the sense of insecurity and mental health impacts on themselves of these experiences, which in a number of cases were daily and regular, over many months at a time.

VB suggested that there is a correlation between poor upkeep of the estate and antisocial behaviour. An estate that appears well maintained may deter bad behaviour.

MK recounted that the estate once had a good police liaison, Sargent Michael Lulu. MO confirmed that he remains the point of contact for the police’s Safer Neighbourhood Team (SNT).

NP, PMQ, JH, and SH suggested that antisocial behaviour may also be usefully addressed by tackling root causes such as loneliness, drug dependency, poverty, and poor mental health. SH mentioned potentially useful examples to learn from such as the [Bromley by Bow Centre](#) integrated social and health services initiative. A policing and security approach might not resolve the issues, although in the first instance of threats to others policing action might be necessary.

MO recommended that all antisocial behaviour be reported to the police, as this will increase awareness and perhaps lead to additional patrols.

AM requests that she be notified of persistent issues with antisocial behaviour so that wardens patrolling the area can be informed.

Action point: MH to invite representatives from interfacing social and law enforcement agencies to attend September committee meeting. To include representatives from Manor Place Hostel.

7. Cleaning / Rubbish collections / bin locations / environmental health

KW and IH attended the monthly cleaning services meeting held by the Alberta Street Estate TRA with Southwark Council on Alberta estate and raised concerns regarding unreliable service in certain blocks. Several Committee members expressed similar experiences of irregular and poor-quality cleaning services.

JH raised the link between disrepair and upkeep. JH (with others concurring) noted that cleaning of the communal areas / stairwells was rudimentary at best, in some stairwells not happening at all for weeks, and even then limited to basic mopping of the stairs. Bannisters and walls were never cleaned, leading to degradation. Insufficient cleaning and maintenance often results in more substantial repair maintenance being required, costs for which are passed on to leaseholders.

NP asked whether cleaners are expected to remove hazardous waste left on the estate following drug use. AM confirmed that this falls within the cleaning team's remit and skillset, as they are trained to handle these materials. The cleaning team are expected to photograph and log such materials when they come across them. It was not clear that this was either understood or followed as a matter of practice.

DA and VB requested that Southwark Council confirm remit, scope, and frequency of cleaning contract.

Action item: AM to liaise with cleaning team and confirm scope and schedule of cleaning contract to enable residents to hold the Council to account.

8. Gas Works

MH has liaised with the Southern Gas Network and they have confirmed in writing to him that there are no immediate plans to undertake remedial piping works on Iliffe Street, Peacock Street, or Penton Place as their current risk assessment scores the need as very low. A further risk assessment will be undertaken in 2026.

Poor communication of the works to Crampton Street and Amelia Street was raised as an ongoing concern. MO suggested that now the TRA has been reconstituted contact details should have been added to a central database. If proper procedures are followed, this should mean that the TRA Officers will be contacted about future works. Hope springs eternal.

9. Future major works

No further immediate information is available from Southwark's Major Works team. The item will remain on the agenda.

10. Resident Services Provision

DA raised a matter brought to his attention by a resident of Amelia Street. A leak from above that was left unresolved for some time has resulted in serious damage to several properties. Residents are feeling unsupported and feel that communication has been poor. Requested a single point of contact for the affected residents.

AM understands that there is a plan to remedy the damage in place. Explains that this is a complex cross-department issue and data protection legislation restricts what can be said on the matter in this context. The issue should be managed by the assigned Repairs Manager.

Action item: AM to communicate residents' and TRA concerns regarding Amelia Street issue with Southwark Repairs Manager, and to report back to the TRA about this communication having happened.

11. Follow up on action points from the last meeting

Follow up on action points from the last meeting

- 11.1. Action Point: TS to circulate 2016 version [of constitution with code of conduct sections 5 and 6] (also on website)] for people to chip in with ideas, review at next meeting.**

Now published on website: <https://www.pullenstra.org/about-us/>

- 11.2. Action Point: MH to continue discussions with Iliffe Yard Association and leaseholders about good relationships and fair use/access**

Work ongoing. MH to contact GT for a list of past, current and future users of the Pullens Centre.

- 11.3. Action Point: VB to explore feasibility and costing for an "Arbour" in Pullens Park and report back [connection with coronation grant]**

Work ongoing.

- 11.4. Action Point: KW/MK to develop some ideas also inclusive of Fairshares and Infoshop**

Work ongoing. There are good ideas around the concept of a 'Pullensfest', drawing also on the Pullens history as a film location such as the King's Speech. This will take time to organise but ideas are evolving. MH building relationship with Walworth Heritage Zone Project / Stephanie Ostrich

- 11.5. Action Point: TS to circulate current draft text for people to add ideas, also drawing on DC's work in this area of Pullens identity**

Text circulated to all committee members, who have responded. Text is now published on website: <https://www.pullenstra.org/>

- 11.6. Action Point: Arrange a leaseholder meeting with the council representatives for September, MH to draft letter / an invitation to respond and join such a meeting and clarify importance and what leasehold entails. We will need leaflets for the Homeowners, both sealed envelopes and leaflets, identify the number of leaseholders, Southwark should also formally invite leaseholders to such a meeting**

MH has circulated a draft. People are invited to comment so that we can distribute invitations for September

- 11.7. Action Point: keep issue of major works on the agenda and establish standing agenda item on anti social behaviour / drug use concerns**

Issue added to agenda.

- 11.8. Action Point: TS to share gas works contacts details with MH to explore who to best be in touch with**

Work concluded.

- 11.9. Action Point: MH to reach out to Sara Huq who might get involved**

Work concluded.

- 11.10. Action Point: planning proposals updates to standing item on future agendas.**

Issue added to agenda.

11.11. Action Point: DA/KW to explore a guided tour of the estate with Veolia to ensure they understand the waste and recycling challenge

Cleaning team report that Veolia will not enter in to discussion about these issues.
More thinking necessary about how to get them engaged.

11.12. Action Point: IH to meet with Dot of Alberta Street TRA to discuss estate cleaning. and infrequent stairwell clean/s.

Issue discussed at this meeting.

12. Code of Conduct discussions

KW and TS continue to look at this area. SH suggested that phrase "Code of Conduct" could be reconsidered. PMQ urged sensitivity when circulating any resulting documentation.

Action item: TS and KW to collate and compare terms and conditions of lease and Tenant's Handbook.

Action item: GT to share copy of Pullens Centre terms of use.

13. Planning proposals in the neighbourhood

No further planning proposals have been brought to the attention of the Committee.

14. Pullens Centre usage by 3rd parties

Tabled for future meeting.

15. AOB

None raised.

9:15 pm close