

**DOLLIS VALLEY REGENERATION**  
**DOLLIS VALLEY PARTNERSHIP BOARD MEETING**  
**Hope Corner Community Centre**  
**20<sup>th</sup> March 2024**

**MINUTES/ACTIONS**

**IN ATTENDANCE:**

Anil Ramlogan	Chair
Nigel Eade	Resident Member
Lorraine Takaira	Resident Member
Jennifer Vihete	Resident Member
Ozie Hassan	Resident Member
Jenil Patel	Resident Member
Mohanna Rengasamy	L&Q
Paul Kyle	L&Q
Janet Nestor	Member (Hope Corner)
Stefan Taylor	Countryside Properties
Sheri Odoffin	LBB
Cllr Tim Roberts	LBB
Pamela Kovachich	PPCR
Jackie Adamou	Resident Member

**APOLOGIES**

Nick Comyn-Ngn	Resident Member
Christine Picard	Resident Member
Mary Nyambura	Resident Member
Mary Boland	Resident Member
James Pitayanukul	Resident Member
Clement Ojediran	L&Q
Cllr Zahra Beg	LBB
Hemali Wagjiani	LBB

Item No.	Description	Action Owner
<b>1.0</b>	<b>INTRODUCTIONS / New Chair &amp; Member introductions</b>	
1.1	Apologies – Noted above.	Note
<b>2.0</b>	<b>Minutes &amp; Matters Arising</b>	
2.1	Minutes of last meeting agreed.	Info

2.2	<p><b>Sewage</b> – Frequent flooding of roads, including sewage. Thames Water have said that no increase in capacity, water must be shut off to the entire Brook Valley Gardens development for at least a week. Countryside and L&amp;Q to take the problem seriously and come up with a viable solution. ST from Countryside said that there are many illegal connections to the drains, which Thames Water will have to investigate in the future.</p> <p>Quote provided to Countryside for the works, however, it was found to be incorrect . ST currently chasing for correct quote.</p>	ST
2.4	<p><b>Maintenance</b> – The streets/footpaths should be cleaned especially in the fall season where the fallen leaves make those slippery. Currently no areas are being maintained other than the park (Dragon’s way) any chance to raise cleaning Dragons Way? We have had leaves since they dropped. Gardening is managed in snail Park and Hera Avenue but since last change of contractor ls they do not manage the street.</p> <p>Caretakers have been litter picking.</p> <p>PK is currently liaising with grounds maintenance contractor to update maps which will then allow all issues to be addressed. All maps should be updated by April 2024.</p>	PK
2.5	<p><b>Defects</b> – Concerns that legitimate defects are not analysed fully, and residents told to contact NHBC even though the two-year warranty period is still applicable. Countryside to define complaints procedure. Countryside to improve hand-over process when staff move on/leave as current system increases friction between customers and staff.</p> <p>A short formal response was provided by Dan Kelly. Shannine Anderson will provide a more in-depth response.</p>	
2.6	<p><b>Condition of new parking bays</b> – The new parking bay placed at the end of Helios Way is noticeably poorer condition than the pre-existing bays on the development. Are there plans to bring this up to standard? – ST from Countryside stated that they bays will be made wider.</p> <p>ST reiterated that bays have been made wider.</p>	
2.7	<p><b>Parking access on 33-39 Odysseus Drive</b> – Pedestrian access was opened between Bryant Close and Odysseus Drive. Resulting issues: a resident of Bryant Close threatened to key cars; car reportedly scratched; significant issues of parking access, Countryside staff and contractors are struggling to access properties because of lack of parking restrictions. Countryside to update on parking proposal from August/September 2023 as several queries have gone unanswered. If proposal has failed, Countryside to place double-yellow lines to discourage other cars from blocking access to driveways.</p> <p>In dialogue with head of highways and will be on site on 21/03/2024. Highways team are still ironing out legalities with NHBC.</p>	ST

	<p><b>Service charges</b> - Residents seeing large increase in service charge. The Neighbourhood housing Lead has been liaising with service charge team with new charges/information being sent out to residents. PK to advise residents how they can fight the increase.</p> <p>L&amp;Q have been advised to get Countryside to inform prospective buyers of that service charges will increase over time; at present buyers of recent houses were told by Countryside Sales that service charges will be no more than £200 per year.</p> <p><b>Timescale for Phases 4 and 5</b> - Residents frustrated at lack of action on phases 4 and 5. A timescale from Countryside homes has been requested.</p> <p><b>Leasehold to freehold process</b> - Residents awaiting information pack which outlines the steps they need to take. LBB currently working together with L&amp;Q to finalise the process.</p> <p><b>Events at the community centre</b> - MR acknowledged that DV residents have felt forgotten about. Summer event will include BBQ for residents and will provide a Christmas tree during festive period. MR asked board members if they would like to see anything specific at the community centre. A board member suggested more activities for children, which MR and the new regeneration co-ordinator, Salma, will be working toward.</p>	<p>PK</p> <p>ST/AR</p> <p>ST</p> <p>SO</p> <p>MR</p>
<b>3.0</b>	<b>Board Aims &amp; Objectives</b>	
<b>3.1</b>	<p>Chair provided a brief overview of the Board's role and current responsibilities and asked Members to consider what their priorities for the coming year were and what training requirements they had.</p> <p>MR stated that there is the possibility of one new board member joining, who is keen to highlight disability rights. MR is still awaiting paperwork.</p>	<p>All</p> <p>MR</p>
<b>4.0</b>	<b>Board Training Requirements</b>	
<b>4.1</b>	The board requested more children's activities in the centre.	Info
<b>5.0</b>	<b>Officers Update</b>	
<b>5.1</b>	<p><b><u>Hope Corner Community Centre:</u></b></p> <p>JN reported an increase in volunteers and the demand for the café is every growing. Seniors club is still running and meal deliveries for those that are house-bound is increasing. Catch up Mathematics is currently supporting 25 children. Age UK has seen increased interest. 1-2-1 sessions in afternoon are rapidly increasing as they help with benefit applications including: PIP and blue badges.</p> <p>Back shutters to the centre are not working - Janet chased L&amp;Q maintenance to repair as a 24-hour call out.</p>	



	<p>Bulk is currently reported to LBB for collection, the SLA suggests 5-day turnaround. Sheri will report any dumping concerns to BH. Bulk services are under review.</p> <p><b><u>Garage clearance / securing.</u></b></p> <p>Housing management and estate services to secure the garages with work due to start on 23<sup>rd</sup> March 2024.</p> <p><b><u>Countryside</u></b></p> <p><b>Phases 4 &amp; 5 update</b> – This is still under review between Countryside, L&amp;Q and London Borough of Barnet. Work is continuing between all parties to provide a viable scheme. This is due to build costs rising and sale rates going down.</p> <p>Countryside will commence clearing their compound and surrounding area.</p> <p>Countryside continuing to review phases 4 and 5 since the completion of phases 1-3. These reviews are aimed to make the builds in the new phases more efficient and affordable to build. With an increase in materials and building costs, there must be financial viability.</p> <p>One resident who is in phases 4-5 cohort discussed her frustration that she has mould in her property and was unsure whether to spend money renovating her home as timescale still cannot be provided for phases 4-5.</p> <p>ST was asked to provide a timescale of the works.</p> <p><b>Roads</b></p> <p>Resident explained that another resident that has a disabled child has difficulties crossing the road. ST suggested a drop curb and for the present resident to send the exact location for him to investigate.</p> <p>Hera Avenue/ Rossiter Fields: have limited drop curbs.</p> <p><b>Street Lighting</b></p> <p>ST meeting with street lighting team to address lights that are not working.</p> <p><b>Parking</b></p> <p>Ideally residents want more parking spaces created but L&amp;Q, as the managing agents, cannot create new parking.</p> <p><b>L&amp;Q Regeneration</b></p>	<p>SO</p> <p>ST</p> <p>ST</p> <p>ST</p> <p>ST</p> <p>info</p>
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	<p><b>Resident Surgeries</b> – surgeries have commenced since MR came on board. Held every 3<sup>rd</sup> Thursday of the month in the Hope Corner community centre, 10:30am-11:30am. Will increase if demand picks up during phases 4 and 5. Can also be contacted via <a href="mailto:yourdollisvalley@lqgroup.org.uk">yourdollisvalley@lqgroup.org.uk</a> Will also be hosting summer events at the community centre for children to attend.</p> <p><b>L&amp;Q Housing management</b></p> <p><b>Service Charge</b> Head of the board raised concerns from the AGM in February around a 40-50% hike in service charges. He stated that some residents have reached out to him stating that they have emailed L&amp;Q's service charge team and are still awaiting a response even after 10 days. Paul stated that the service charge team is currently very busy with the new rent notices being sent out all across L&amp;Q. Paul explained: when residents first moved in, some chargeable services were estimated by the service charge team. If there has been an overestimate- refunds will be issued but adjustments can take years. When service charges are set, Countryside provide estimate of charges. As time goes on, these estimations will change, for example: if increase in maintenance is required this will see an increase in the service charge.</p> <p>When Dollis Valley residents receive the service charge letters, these should alleviate any concerns and if they still have concerns, they can raise it directly with L&amp;Q. Service charge letters were posted to residents on the week commencing 18<sup>th</sup> March 2024. PK to let the residents know the statutory procedure to appeal the decision. AR, explained that there is a petition being led by residents to approach their local politician and ombudsman for the concerns surrounding the service charge increases from April 2024, with residents also planning not to pay their services charges. There was also talk of residents wanting to remove L&amp;Q as their as their housing provider as they have been so dissatisfied with the service provided. Paul highlighted the implications of not paying service charge and would not encourage this as this could lead to L&amp;Q taking legal action and putting tenancies at risk. Countryside to inform prospective buyers that service charge can increase.</p> <p><b>Parking</b> Paul outlined that in order for parking enforcement to be put in place by L&amp;Q, a consultation period will need to occur. The estate needs to be unified in wanting parking restrictions or not.</p>	<p>PK</p> <p>PK</p> <p>Residents</p>
8.0	AOB	
8.1	<b>Increased parking on Phases 4 and 5</b> – LBB advised that parking requirements have been agreed by Planning and planning permission has been awarded.	

	<p><b>Concerns around water/flooding between garages-</b> Sheri took this on board and to address in next meeting.</p> <p><b>Leasehold to freehold conversions-</b> MR to put SO in contact with L&amp;Q's branding team to allow LBB to work collaboratively.</p>	<p>SO</p> <p>MR</p>
	<b>DATE OF NEXT MEETING</b>	
	<p>AGM – February 2025 (exact date to confirmed)</p> <p>Board Meeting – Wednesday 19<sup>th</sup> June 2024</p>	