



Linden Court Community Drop In Event

Thursday 27th January 2022

Linden Court, Hurworth

Minutes

Present: Rachel Foster (Housing Officer), Matthew Hufford (Customer Engagement Coordinator) Tom Ward (Lifeline Team Leader), Ben Preston (Civic Enforcement Officer), Nikki Diaper (Civic Enforcement Officer), Councillor Tostevin,

Apologies: Jo Clifton (Tenancy Enforcement Officer), Lynn Cooper (Scheme Manager), Councillor Chou, Emma Haigh (Building Cleaning), Mark Barron(Police), Rachael Armstrong (Police), Charlotte Napper (Police)

		ACTION
1.	Introductions to staff and residents	
2	<p>Repairs – quality of workmanship. Continuous problems with hot water units throughout the complex.</p> <p>Concerns raised that the tradesman do not know what they are doing – mainly around the hot water unit.</p> <p>Resident would like a general maintenance programme like the communal area.</p> <p>Flat 19 Linden Court – Hot water unit – water runs cold</p>	<p>To be addressed with Building Services.</p> <p>Job to be raised by RF. Booked in</p>

3.	<p>Scheme Manger – Concerns raised over lack of Scheme Manage on site. Residents would like a scheme manager on site full time.</p>	<p>for 10/2/22 Tenant aware. Tom addressed concerns. TW confirming that there will not be a full time member staff.</p> <p>TW confirmed they are in the process of recruitment.</p>
4.	<p>Lock on side gate – side gate is</p>	<p>Lock at previous repairs – Tom Ward to follow up.</p>
8.	<p>Outside Benches – benches in poor state in communal gardens.</p>	<p>TW to look into.</p>
9.	<p>Communal windows – windows & facias covered with cobwebs</p>	<p>A programme is currently being looked at for communal windows, unsure of completion date.</p> <p>Regarding flat windows TW will look into.</p>
	<p>Events within the communal area – residents would like more events within the communal area like bingo or a tech tea session.</p> <p>TW will look at a reminiscent session.</p>	<p>RF, TW & MH to look at future events.</p> <p>TW will look at a reminiscent session.</p>
	<p>Garden – Fencing needs repairing</p>	<p>RF to look into and provide update.</p>

	Flat 11 Linden Court has requested paint for an outside wall. B&Q will not accept our decorating voucher for external paint.	
	Cleaning – Curtains in the communal area require cleaning	To be raised with Building Cleaning. TW taking forward.

Going forward this event will not be held as a Drop In style event but as a meeting.

Next meeting to be held on Thursday 3rd March at 10am – 11.30am.