**Symington Residents’ Meeting Feedback**

1. **Anti-social behaviour (ASB)**

The JMB would like to thank the fourteen residents who attended our meeting on Tuesday 2nd May 2017. The meeting was also attended by a JMB director, JMB manager, deputy manager and resident liaison officer.

The JMB is working with residents and the police to address ASB issues. The principles are:

* An effective solution must involve residents, the police and the JMB working together
* It is critical to get the facts right, which means talking to as many residents as possible and getting their views
* Physical works such as more effective entry phones and CCTV could be part of the answer. We have visited other estates where spending money does not seem to have worked and we are determined to avoid this mistake by doing as much consultation/ research as we can.

Our Housing officers have talked to 47 residents and this is their view:

* 26 residents said that ASB is not an issue
* 9 said the stairs are a problem, taking about urine, youths and the smell of weed
* 8 said that other residents are a problem, taking about loud music, unruly children, residents leaving bagged rubbish around and doors banging
* 7 said the lifts are a problem, again talking about urine & smell of weed
* 3 said that dogs continually barking is a problem
* No one referred to being assaulted or intimidated in the block
* No one referred to break-ins

Our cleaning supervisor says they continue to clean up urine 2-3 times a week from the stairs/ lifts.

The local police team say that Symington was their top priority for March & April 2017, but they recorded no incidents.

Based on our two residents meetings, the survey and our visit to a block of the same design in Hackney, it was agreed that we will commission a consultant to work with us to:

* **Devise a way to fit secondary entry controls to the lifts and staircase**
* **Up-grade the existing entry phone system. This could include an entry door camera so that residents can see who they are letting in. A fob recognition system so we can track who is entering the block. A sliding door on the Harper Road side because wind resistance makes closing the door difficult**
* **To provide greater CCTV coverage throughout the block and parking area. Also to investigate whether we are allowed to have display screens so that residents can help to self-police ASB.**

We said that we’ll provide information to the next meeting about the benefits and costs of both a concierge and employing a private security firm. Our initial research indicates that the costs are very high in relation to potential benefits.

The help we need from residents is:

* Do not let people you don’t know into the block
* For parents to take responsibility for the friends their children are bringing into the block
* Not to play music so loudly it can be heard outside your flat
* Do not leave bagged rubbish in public areas. If you have lost your fob to the bin chamber please let us know.

1. **Lawful occupancy**

It was raised that there may be a high level of unlawful occupancy of council properties. However, we checked Symington tenancies during 2016.

Leaseholders are allowed to sub-let their homes, but we asked that they let us know. A leaseholder has been advertising their home on AirBnB. This is not allowed within the lease agreement. The practical problem is that one night let undermines the effectiveness of the entry phone system.

1. **Car parking**

Four people raised car parking as an issue in the survey. The issues raised were:

* **Poor enforcement by Southwark’s contractors. We will raise this with them**
* **Fraudulent use of blue badge**
* **A moped without a permit taking all a whole bay. We will approach the owner**
* **Dropping off/picking up school children. We will raise with the school again and ask if they will open another entrance**
* **Can entrance to the car park be controlled either electronic locking posts or starting to lock the gallows gates? We said we’d consider the cost and practicability for the next meeting.**

We said that there needs to be a balance between the effectiveness of enforcement and the cost. At the moment Southwark does not charge the JMB for parking enforcement. Income is wholly generated from fines. The JMB approached Workflow Dynamics who would offer the warden service discussed at the last meeting. The set up cost is £2,000 and the on-going charge is £840 per month.

1. **Gas covers**

We would like to repair all of the damaged gas covers outside each flat. We believe that this is necessary to protect your meters and improve the appearance of your block. The cost of replacing broken covers is £110 each, materials and labour. We have done considerable investigation to get the lowest price. We have trialled this solution at number 10, photo below.

The meeting asked us to investigate the legal situation. Our gas provider is responsible for the meter, but the JMB is responsible for the cover.



1. **Special clean of the balconies**

At the meeting we were asked to do another special clean of the balconies outside your front door. We will do this on the 16th and 17th May. If possible can you park your car on the far side of the car park. It is not possible for us to stop dirty water dripping down.

Andy Bates

3.5.17