

Leybourne Park
Residents Meeting
Tuesday 14th January 2025 – 18:00pm

Attendance

52 Ingram	23 Abery
68 Abery	46 Sherwood
96 Sherwood	72 & 80 Sherwood
93 Ingram	58 Ingram
106 Sherwood	39 Abery
90 Sherwood	83 Ingram

We did also have some later arrivals who are not recorded above.

On behalf of RMG –

Maija Smatova (MS) – Property Manager
Denise Gordon (DG) – New Business
George Davies (GD) – Regional Manager

Introductions –

MS provided a brief introduction as to setup of the meeting, those in attendance and the aims for the meeting.

Management Handover Update –

DG advised that unfortunately, there has been a delay with the handover from Firstport but E&M are chasing the issue with senior executives at Firstport and RMG are chasing the handover team on a regular basis. We are confident that progress will be made in due course and that all information needed will be supplied, but at this moment in time we can't confirm that timeline.

Budget –

Moving the meeting forward, one customer asked a question regarding the budget and when customers can expect to be in receipt of this.

MS Provided an overview on where we are in terms of the budget. This is currently being drafted with all the current contracts being tendered to new contractors in an attempt to achieve the most competitive costs across all elements.

The aim is to have the budget completed within the coming weeks and out to owners in February. It wasn't possible to confirm exactly the state of play in terms of change but this will be communicated shortly.

Flat front doors – Fire safety Letter

GD provided an overview of the issue and what has been done to date. In summary, it was confirmed that these doors need to be inspected under the building safety act requirements. Those who have received letters are responsible for ensuring their demised flat front door is brought up to standard.

The feedback during the meeting was that it would be wise to engage a contractor who can collectively deal with individuals doors to save customers having to find their own. MS and GD will investigate this and issue a separate communication as to how this will work and what you as leaseholders need to do.

Estate management -

One customer raised concern regarding a tree encroaching far too close to their property and it was confirmed this would be reviewed and an appropriate resolution sought.

A further question was raised regarding the grounds maintenance. One customer queried who controls different areas of the estate. GD confirmed that the majority of areas are managed by RMG on behalf of E&M however some of the blocks are privately owned by Housing Associations and the areas within that freehold land is their responsibility to maintain. RMG can work with the Housing Associations to get these up to standard but RMG do not have management control over those areas.

In addition, it was mentioned that the drainage is an issue in a number of areas of the estate. MS confirmed this is something RMG are aware of but given the costs quoted to date it hasn't been possible to resolve given the lack of financial information as per the above.

Two customers questioned how often the fire alarm/smoke detection systems are tested.

MS confirmed that the systems form part of a quarterly contract and are therefore tested and inspected every quarter.

It was mentioned that there had been some false alarms in some of the buildings and thus RMG will look into this with the engineers to ensure all the issues have been resolved to avoid any further repeats.

Door entry systems -

It is to be noted that a number of those in attendance mentioned issues with door entry systems on their blocks. MS is aware of a number of issues that have been inherited from previous management and RMG will be looking into these and resolving where possible or feeding back to buildings on the state of play and what works are necessary to put this right.

This appears to be an issue across some of the blocks on Ingram and Sherwood and therefore a full review will be carried out.

A customer also queried as to how they can obtain a key to the block entrance door, this can be purchased from RMG via the Customer Service Team.

Renewal of Contracts -

A question was raised as to whether the new contractors RMG are approaching will be more localised contractors. This was raised due to an issue that occurred with a contractor coming from Kent to resolve an issue with a leak.

Both DG and MS confirmed that the contractors RMG approach will be accredited companies that have coverage across the region. RMG will always ensure that the companies being used do not charge for travel and are providing value for money in the services delivered.

Some customers present mentioned an issue with receipt of correspondence and therefore it was confirmed that it is wise for as many people as possible to sign up to the RMG portal. Details of how to do so are set out below. We would also encourage residents to report any issues / maintenance repairs via the portal as this will ensure items are addressed and resolved promptly.

You can access RMG Living via www.rmgliving.co.uk and click 'Sign Up'. You will need an email address and your Customer Reference Number which can be found on your invoice.

There was reference made to individuals abusing visitor parking spaces and not using their own allocated parking space. It is reminded to all owners and tenants that there are parking control measures in place and it is essential that bays are not abused to enable effective use for all across the estate.

The meeting was closed at 19:05pm