**FLAG Committee Meeting**

**Date:** Thursday 1st May 2025

**Time:** 18:30

**Location:** Estate Management Office

**Present:**

● FLAG committee members: Kathleen Laing (KL), Kath Sims (KS), Lorna Reith (LR), Melissa Carames (MC), Michael Baumgartner (MB), Pelagia Elefthiriades (PE), Quentin Given (QG) and Vicky Ladizhinskaya (VL).

● Residents: Pamela Hassan.

**1. Welcome and introductions: LR** shared apologies sent by committee members Sylvia Morgan and Tui Lin, and by resident Zonin. She circulated the ‘Thank you’ cards made by the primary school to express gratitude to residents who helped deliver the Christmas cards to the elderly in the estate.

**2. Minutes** of the last Committee meeting (8th January) were agreed.

**3.** Report back from **meeting with the police** and any updates**:**

**LR** reported South Tottenham Police held a ward panel meeting at the Estate Management Office on 22nd January; two councillors attended, along with several residents from Ferry Lane Estate and other parts of our ward. FLAG raised concerns that policing at Tottenham Hale station was not properly joined up by South Tottenham Police, Tottenham Hale Police and BTP. Following the meeting, South Tottenham Police contacted FLAG to arrange a estate walkaround, along with Haringey Council, for the end of February; it never happened as the council person involved in the initiative resigned.

**4.** Report back onmeeting with Council officers on 25th Feb to discuss the **planning proposals for Ferry Lane Highway**:

**LR** reported Transport for London (TfL) and Haringey Highways and Regeneration departments held a meeting with FLAG to explain the planning proposal. Since then, the public consultation was open and FLAG shared information on its website: a response was issued and residents were encouraged to take part in the consultation, which would be closing the day after this committee meeting. LR and QG did three surveys on Ferry Lane and noticed a significant amount of cyclists on the pavement, especially those on electric bikes, and cyclist just careering through red lights. If the installation of a pedestrian crossing were to go ahead, FLAG would like to see better signage advising cyclists how to access Tottenham Hale station and telling them to use the cycling lanes instead of pavements.

**PE** shared her frustration with cyclists on pavement and how she witnessed a cyclist accident.

**MC** agreed on the difficulty to ride from the retail park to the estate via Ferry Lane.

**QG** added that Haringey Cycling Campaign had also put in a response, broadly supportive but also saying they need to sort out the route through the station.

**5. Matters arising:**

a.Doors – **QG** reported on the visit by the council officer, who explained the logic behind the council’s fire safety analysis on fire doors. He acknowledged some of the issues raised by FLAG and agreed to make some changes on the list of fire doors to be replaced to correct mistakes (e.g. areas that got completely missed out, flats which had been put in twice).

**LR** added the officer did not acknowledge the issue of the Council not being able to ascertain if the current doors (replaced as part of the Decent Homes Programme in 2013) meet the new fire specifications; this had been initially raised by VL at a previous meeting .

The updated list was sent around to residents via email and that the replacement works would be completed in 2027.

**PH** shared her concern about the new doors being too heavy.

**LR** added FLAG would ask for details on design choices once further information is provided by council.

b. Repairs – **LR** reported on the discrepancies between the official figure of outstanding repairs given at a meeting she attended (62 repairs across the entire borough from three years ago) and the amount of complaints by residents in the estate FLAG are aware of. She recalled the Head of Repairs and Maintenance (Paul McCabe) met with FLAG in October 2024 and after the meeting he was provided with a list of outstanding repairs in the estate. She is aware of one resident in that list having been contacted and having a couple of visit, but no repair completed.

**PE** spoke of a resident who took the Council to Court after waiting for nearly two years for repairs in her flat. The Court decided on her favour and the Council did the works within a month.

**LR** explained how she follows up on queries sent to the Council and how she would use the complaints email (called feedback) after exhausting all other avenues. The complaints email reached its full capacity, so no complaints could be emailed to the Council. She emailed the Leader’s office instead.

**KL** shared her frustration about a bad repair done in her flat by the Council and how she was being prevented from contacting the Ombudsman.

**KS** spoke about the complaints process and encouraged KL to contact the OMbudsman directly as it is her right to do so after following the complaints procedure.

c. Reducing waste/re-use project. **QG** reported on the actions regarding resident Serena Montesissa’s project with Veolia which was presented to FLAG at the previous committee meeting. The poster was included on the newsletter and she has been asked to take part in the Eco Day.

**PE** offered the primary school to support Serena with introducing the project to the parents and community.

d. Food waste bins Kessock Close. **LR** shared the result of the consultation about rearranging the food waste bins in Kessock Close the same way as in Reedham Close; the request had been made by VL at a previous meeting. amongst the residents of that street: they were asked if they wanted more bins and, if so, whereabouts. A leaflet with the questions was included with the newsletter and only two responses were received; both supporting the increase on bins. On the basis of the low level of response, LR reckoned FLAG didn’t have the backing to approach Haringey council and request the change, which would mean having a food waste bin at the bottom of each block on Kessock Close and removing one of the 7 general waste bins to make space for it. Instead she suggested to request an extra food waste bin halfway between the two currently available on that street.

**VL** objected to that as the two different configurations (Reedham and Kessock) were done without asking anyone and seems completely ramdon. She would like the new arrangement to be raised with the council. It would mean removing one wheelie bin (general waste), which was also cut down on Reedham, and place a foot-operated large food waste bin.

**QG** suggested to ask the Council and/or Veolia to have a conversation with FLAG on the logic behind the two arrangements and how well used food bins are.

**LR** said it could be picked up on the estate inspection scheduled for the week of 6th-9th May, as they would be walking around the estate they would see the difference in bins placement as they went along.

**MC** added having one food waste bin per block might encourage residents to separate food and use the dedicated bins. The ones at her end of Kessock x Armadale are always contaminated, as well as the recycling bins.

**KL** pointed FLAG represent the community and the low level response to the consultation showed the community didn’t have interest in the new arrangement.

**KS** argued waste management has an education edge and suggested to approach the Council hold a session on how waste and recycling items, like the books which are placed in the book bin at the front of the estate, and the small electrical appliances are managed. To have a conversation so residents know how often bins get emptied, where things go and how well they are used.

e. Lime bikes. - **QG** reported on a meeting of Haringey Transport Forum. Lots of people had problems with bikes being left in antisocial ways, especially in North Tottenham around the Spurs stadium. The Council are very aware and working with Lime and others to provide places to leave the bikes. He explained the rule Lime would use to penalise users which don’t stick to designated spaces: if they leave a bike less than 100m from one of those spaces, the user will get a warning letter, they might be fined and then ban eventually from using bikes. If a user is a long way from any of the parking paces, it is OK to leave it responsibly, not blocking the pavement. Waltham Forest still has no agreement with Lime bikes, so quite a lot of them are left around Ferry Lane. He also mentioned the agreement Haringey has with Lime and Forest bikes was coming to an end and this would be an opportunity to renegotiate and that the Council would try to get some more money from Lime to compensate the impact on the borough and also also to tighten up the rules. He added Lime are retrofitting the bikes to prevent hacking; and he shared the email address the Council has for hire bikes: docklessbikes@haringey.gov.uk

**MC** mentioned she was seeing fewer abandoned bikes on Montrose Walk, compared to a few months back when she would see them everyday.

**VL** pointed out the MUGA was still a hot spot of abandoned bikes.

**KS** highlighted how good the rent bikes were to get across the borough.

**6. Community GreenDay/Eco Day 28th June.**

**LR** saidFLAG met with Ferry Lane primary school. Like in previous years, there will be a farm, birds and the Engine Room (Hale Village residents association) will lend gazebos. They are planning to invite one of the residents to play the harp.

**PE** wanted to plan the communication to residents via email and Whatsapp group and decide on what time to open the international food stall and BBQ so everybody was informed ahead of the day to avoid disappointment; it was decided to open at 12:00. She has been in touch with Canal & River Trust to have boat trips on the river. Tokens and card payments will be accepted and there will be vine trees for sale and other vegetables. Donation for prizes.

**LR** pointed out the different bodies which were funding the Eco Day: Tottenham Grammar School Foundation and Haringey Council. And FLAG asked Shian Housing, which manages the block where the estate shop is, for contribution like the previous year. She also asked those attending the meeting for help on the day.

**KS** offered to pick up the gazebos from the Engine Room in the morning, but she won’t be able to attend the event.

**MC** couldn’t confirm attendance.

**7. Car repair business.**

**LR** informed of a meeting of different council departments which was held the previous week. She was waiting for a response on what the outcome had been. A few weeks before the meeting she did a walk on Reedham, Armadale and Kessock and counted 25 cars without permits; most of them didn’t have up-to-date number plates. She got a FoI request about how many parking tickets had been issued between September and March and on average it was less than one a week.

**Several** residents shared experience of having to drive around for a while before finding parking.

**LR** they know they won’t get any money.

**MB** pointed out a garage is now used for the car repair business. He enquired if this would be a way to establish the identity of the people involved.

**KS** intervened to say she had tried that and the garage department were not very responsive. She shared her frustration and that of many other residents who had been trying to get a garage for years.

**8.** Borough wide **residents association meeting** and links with other RAs.

**MC** reported on the meeting held in March: the other residents associations had the same complaints about the Council not being proactive with repairs and parking. The Engagement Team created Whatsapp group for the RAs to share experiences and keep in touch.

**LR** asked MC to share info on Eco Day on that Whatsapp group.

**9. Leaseholder issues**

* **Repairs:**

**LR** explained FLAG requested a list of all repairs which are recharged to leaseholders and VL went through them looking for oversights and inaccuracies, like it was done in previous years. There had been some improvement compared to other years. FLAG sent a list of queries back to the Leaseholders team, including the charge for fire extinguishers which are not supplied at Ferry Lane Estate because there are no enclosed blocks.

**KS** mentioned areal contentious issue with housing departments as to whether extinguishers should be available or not in blocks, as anyone using them should be trained.

**VL** highlightedthe different types of inspections across the estate (e.g. lighting monthly checks on Reedham for £150/month which are not done on the rest of the blocks).

**LR** had to chase the Leaseholders department, which replied with an apology as they thought someone else was dealing with FLAG’s enquiry. FLAG will allow a bit more time for a reply.

**VL** also mentioned the charges for gardening. Large parts of the estate’s green areas had not been maintained. She reckoned the charges for gardening should be questioned and get money back.

**LR** explained the usual gardening staff had been on long term sickness and the council sent cover staff who were not aware of the green areas arrangements agreed after the consultation.

* **Insurance**:

**LR** explained the insurance estimate doubled across the borough. FLAG sent freedom of information (FoI) requests to the neighbouring boroughs (Camden, Barnet, Enfield, Waltham Forest and Islington) to see if they had also increased the insurance charges on estates. Responses were beginning to be provided and LR would compile them once they are all received. She advanced that in Islington it had doubled too.

**VL** pointed out that the issue could be due to having one only provider of this type of insurance.

**LR** added that, since the estimates were calculated, Haringey had re-tendered the insurance contract and the chosen provider had come up with a price lower than the estimate. Therefore, in 2026, when the actuals are done, it will be less that leaseholders had paid in 2025.

**MB** noted that this issue should be escalated as it was a government issue. Insurance companies seem to be taking advantage and doubling prices. He also mentioned the issues residents at Hale Village are also having with insurance.

**KS** suggested to bring this issue to the other residents associations (RAs) in the borough.

**LR** pointed out the matter had came up in discussions at a boroughwide leaseholders group she sits at and she had been feeding the information about Ferry Lane back to that goup. She supports the idea to get Haringey and other local authorities involved.

**10. Finance & Newsletter.**

**QG** reported there were £1438 in the FLAG’s accounts, which should be enough for several months. Apart from newsletter printing, AGM’s room booking and website hosting.

**11. AOB**

**Estate inspection.** **LR** informed the council had arranged it for Friday 12th June at 10:00 at the front of the estate, after several years without one. Queensferry, Runcorn and Gosport (QRG) will have their own on a different date.

**PH** mentioned she gets charged for window cleaning but her windows are not done because of being too high.

**KS** pointed out to PH that if they are included on service charge they have a legal obligation to honour it.

**Parking Jarrow Rd. LR** mentioned FLAG were still chasing the council about the parking scheme at Jarrow Rd.

**KS** listed a few of the parking issues, as a resident of that street:

* A large amount of drivers parking on Jarrow Rd don’t live on the estate.
* Between 7:00 and 9:00 idle traffic next to the school: drivers waiting with their engines running for cars to leave and take their parking spot.
* A man running a barber shop from his van. When he has clients, the engine is on.
* Pollution from idle engines, most of them by the MUGA and the school, which should be a no stopping zone.

In her opinion, when the council makes Jarrow Rd a controlled parking zone, the rest of the estate will feel the impact of that traffic of non-estate vehicles looking for a parking spot. It was supposed to come into effect in April.

**LR** gave a bit of context: Jarrow Rd is a highway and residents cannot get a estate parking permit because it is not housing land. The petition to make it a controlled parking zone was done by Jarrow Rd residents in 2019. The council did a consultation and residents are still waiting. She will chase them up.

**PE** pointed out the area by the MUGA is a blind spot for vehicles and pedestrians coming from the school.

**FLAG website**. LR mentioned the training session with MC, so herself, QG and VL can update the website too.

**Bulbs. QG** reported 1,300 bulbs were planted before Christmas and there was a good display over last few months. Daffodils lasted pretty well and lots of the tulips were stolen, so it would be wise not to plant them in the future if there is a choice. The ones which didn’t do well this year, might pick up next year.

**Litterpicking. LR** reported on the couple of sessions done by residents. Veolia donated large gloves, as FLAG only had only small and medium before.

**QG** informed 17 bags of litter were collected on the first session and large items were found on the towpath.

**British Gas scam.** **PE** brought up the recent visit of a group of people claiming to be from British Gas and knocking on people’s doors offering discounts. Several neighbours alerted of their presence via the FLAG’s Whatsapp group, in case it was a scam. The person who spoke to PE was very persuasive and tried to convince her to change into a fixed direct debit plan.

**LR** addedtheir lanyards seemed home-produced.

**VL** also had someone knocking on her door and was concerned about what they would do with people’s details. She tried to find a website to report this suspicious activity afterwards but couldn’t find any. It couldn’t be reported on Action Fraud, because it is only for victims of fraud. It cannot be reported as a crime. She mentioned how sophisticated the pair she dealt with were: they looked smart, wore ID lanyards and had an IT device to support their claims; it took her a while to suspect they might not work for British Gas. They were very persistent.

**LR** suggested it to report it to the Police with the photos of a person and someone’s lanyard which were shared on FLAG’s Whatsapp group.

**MB** showed his concern for elderly people who might share their bank details with fraudster. And to report it to British Gas too.

**KS** checked the photo of the lanyard shared on the group and pointed out one could read ‘Money Expert’ on the lanyard. She suggested to contact the Money Saving Expert and email the picture of the lanyard and committed to do it from her personal account and copy FLAG.

**Homeless person under the bridge. VL** reported a homeless person under the bridge on Ferry Lane. She will send the photo to KS so she can forward it to the Outreach team.

**Sortera site. VL** mentioned she had seen the section of Markfield Road where the waste management plant is covered in water and brought up the complaints about the site raised by residents.

**LR** reported on a meeting arranged by FLAG with Sortera, the local councillor Mark Grosskopf and the lady doctor who lives in Yarmouth Close and raised a complaint about the dangerous levels of dust from the site. The company showed them around the site and the sprinklers and spray systems to deal with dust; she thought the residents seemed reassured of their efforts. LR explained a lot of the problems on Markfield Rd are not related to Sortera but to other outfits based on that road. The council and Network Rail are doing work with drains as the sewage network is not working properly; she also noted that there is a stream running along the road as well. The works were also affecting Markfield Park.

**PE** pointed out Sortera organised a cycling session for kids in the school and that they showed interest in doing more activities for the community, so they are invited to take part in the Community Green Day.

**Flower bed along pathway to Gate 3**.VL mentioned she was taking care of Cordelia’s flower bed after she moved out of the estate.

**KS** asked if the allotment area by the MUGA was available for new joiners.

**QG** suggested to put her in touch with the person who took over Cordelia taking care of the allotments.

**12. Date of next meeting**