

FLAG Committee Meeting

Date: Wednesday 8th September 2025

Time: 18:30

Location: Estate Management Office

Present:

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: Elisa Velkeneers (EV) and Pamela Hasan (PH).

1. **Welcome and introductions:** LR shared apologies sent by committee members Sylvia Morgan and Tui Lan, and resident Sinan Fahliogullari. Attendees introduced themselves to EV, who was attending for the first time after having recently moved into the estate.

2. **Minutes of meeting held on 16th July** were agreed.

3. Matters arising:

a. CCTV:

LR reported on new cameras installation and existing cameras replacement/upgrades following the walkabout with council officers on June 24th:

- New camera installed in Kessock Close covering two sets of recycling bins.
- A pre-existing camera in Kessock Close was upgraded, resulting in very good quality recording.
- A new camera was supposed to be installed on a lamp post in Armadale Close, by Gate 4, after the area was reported as a hotspot of anti-social behaviour by residents during the walkabout. The installation was aborted as the lamp post was too wobbly and will need replacing. The Estates Services officer must chase the department responsible for lamp replacement before the new camera can be installed.

LR explained the current arrangement for reporting ASB (eg. fly tipping) and requesting CCTV footage to be viewed by the Safer Estates Team, which don't have staff monitoring live footage 24/7. Residents/Flag must email the date, time frame and location of the occurrence to Safer Estates, which will then review the footage and, if needed, liaise with the housing officer

[Information available on Flag's web's FAQ].

LR explained the new arrangement for bulky items agreed with the Estates Services officers: residents can bring items to four storage places [Boiler House No.2 on Reedham Close (opposite Nos. 65-79), Boiler House No.4 on Jarrow Road, Boiler House No. 7 on the side of 1 Armadale Close) and Boiler House No.8 on Kessock Close (by Nos. 22-28] between 8:00 and 10:00 at weekdays (excluding bank holidays), and then estate staff can move them into the boiler houses. She will press the Estates Services team to display new posters informing of this arrangement for all residents to be aware of new protocol.

KL informed of a new recycling centre on the North Circular which is open 7 days a week. She suggested to encourage residents to use it on the next newsletter, as well as reminding them that we are charged for dealing with dumped rubbish/fly tipping by the council. She pointed out an area at the entrance of the estate on Jarrow Road which gets heavily dumped and reckoned

it is done by non residents who drive to the estate. She also suggested to enquire with the the Safer Estate team how long the CCTV footage is kept for.

VL asked if a new camera could be installed by Boiler House No. 2 as it is also very easy to do fly tipping due to its proximity to the estate entrance.

LR will enquire on the period of CCTV footage and follow up with the Estate Services officer if new cameras covering the two areas highlighted by KS and VL could be installed to deter fly tipping.

b. Green areas maintenance update:

QG reported one of the two permanent staff who was on long term sick was back to work. He will be chasing up the council on the plans for the grounds maintenance, as there hasn't been updates since the consultation.

PH enquired about how to dispose of garden waste and a discussion on green waste and composting followed.

It was agreed that **QG** would reach out to the allotment coordinator and ask if residents could bring garden waste to them for composting; and that **LR** would ask Ferry Lane Primary School if they had a compost bin and also find out this type of bins.

VL suggested to ask for volunteers to tidy up the big planter at the entrance of the estate, due to the lack of action by the grounds maintenance team. She also requested that Flag ask for a discount for the poor service.

LR highlighted the unresponsiveness of the grounds maintenance team and invited VL to take on the task to pursue a discount. **QG** to pass on the details to VL.

c. Issues raised in estate inspection - update:

QG reported that the dumped waste which had been near the shop on Reedham Close was removed by the Council.

LR informed there was no progress on the broken fence on a back garden on Armadale. Flag are chasing the officer, as there are several department involved.

EV remarked the area next to the fallen fence was not a pleasant sight as it is next to an abandoned car and a recycling bin which gets waste dumped on a regular basis. For the last three weeks she had reported missed collections for the bin to be emptied, as it is not done on the regular collection.

KS suggested to look for different waste management solutions which made flytipping harder and ask the council which solution has the least contamination on their estates.

LR took as an action for Flag to look at what other estates have and see if any alternative solutions could be applied here before reaching out to the council.

d. Car repairs business, abandoned vehicles:

LR informed of the lack of progress on abandoned cars. Flag will continue to chase this issue as they are taking a lot of parking bays.

She mentioned the car repair business was not as active as before, but there was still some activity. Flag will try to get the CCTV department to assist as there is footage

4. Jarrow Road parking scheme – concerns about parking bays on bend in road:

LR gave a bit of background on the consultation about the parking scheme and the complaint Flag had logged about the council's failure to engage with Flag. The council has added extra bays before putting in place the CPZ (controlled parking zone), which means more people have got

used to park for free; some of the extra bays are on a bend, make driving more dangerous. Flag is trying to get a meeting.

KS mentioned she had spoken to W4 bus drivers about the new bays by the terminus and they seemed happy as it is slowing down traffic.

5. **Bike holder scheme - possible new location.** **EV** proposed to ask the council to have a new bike hanger installed by Gate 4 on Armadale Close, as all three current bike sheds are full. She thinks it is a good place because there is direct access to the towpath and it is step free; and it wouldn't involve sacrificing a parking spot.

LR took it as an action to ask the council to put a request through for a new bike shed.

6. **AGM – decide on date and guests. Argent have agreed to attend.:**

LR suggested to pick up a few dates at the end of October and check which with Ferry Lane Primary School when the hall would be available. 22nd, 23rd, 27th, 29th and 30th were the chosen dates.

It was decided to invite the Police, the Highways department (to get an update on the works planned for Ferry Lane), the Regeneration team; along with Argent (Heart of Hale's developer).

7. **Christmas social event?:**

LR asked attendees if they would be supportive of organising a social event for Christmas along with the school. All agreed. She will follow up with Pelagia and suggest the brass band or the Tottenham Choir to take part; as well as Flag arranging refreshments.

KS offered to raise it with the school governors as well.

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

LR informed the RA Network meeting was scheduled for the same time as Flag's meeting, so MC had to send her apologies to the Engagement Team.

9. **Leaseholder issues – insurance:**

LR informed Flag are still challenging the leasehold charges, for which a formal complaint was made and it is following its course.

Flag are also challenging the insurance costs: after getting the information from other five London boroughs, it is obvious that, despite insurance costs having increased on all of them, Haringey is definitely out of line. Flag is still chasing an explanation on how estimates were done.

LR explained Flag had been asking the council to start measuring satisfaction with repairs, the same way they do it with council tenants, who get satisfaction surveys after a job is done. After dealing with the council and explaining leaseholders not only report communal repairs but issues with features within their properties which are freeholder's responsibility (e.g. doors, windows, roof, balconies, leaks), the council are due to send a report on some KPIs (key performance indicator) for repairs to leaseholders so they can start measuring satisfaction.

10. **Finance & Newsletter:**

QG shared the accounts: £1,295 in the bank account; expected costs are 4 newsletters in the next 12 months (£700) and the Annual General Meeting (£150). There is still cushion.

KS suggested to ask the businesses in Berol Quarter if they want to advertise on our newsletter.

VL suggested to ask the shop Lock17.

11. **AOB:**

- a. **Assistance available for foreign residents:** PH asked about support services for residents who don't speak English and several attendees mentioned the interpreting services available at NHS and Council agencies.
- b. **Cleaning standards in common areas:** EV enquired if this issue had been raised during the last estate inspection. LR explained it had been an ongoing complaint and that recently two new people replaced the former cleaning staff. They are part of the Estate Services Team.
- c. **Garages:** LR informed a resident was pursuing a complaint about garages, being up to stage 3 and ready for the ombudsman, as the council failed to give her a response on her query on garages. At the same time, Flag have been trying to get information on void garages and repairs; for the empty garages we got a borough-wide figure and for the repairs backlog they replied they didn't have that information. LR has done a FoI request and waiting for it to progress. EV enquired about the whole rental process and several attendees shared information and the lack of response after a request to rent a garage is done.
- d. **Vacant properties:** PH mentioned at least three flats (Nos. 13, 2 and 1) were empty at Queensferry Gosport Runcorn. LR informed the flat next to hers has also been empty for over a year. Flag will send an email to residents asking to report vacant properties and will take it up with the council.
- e. **Police Community Meeting on September 18th:** LR asked for volunteers to attend this panel meeting at Sophia House (Antille Road) and KS will attend in representation of Flag.
- f. **Harassment at Markfield Park:** MB shared the experience of a resident who was twice approached and intimidated by people using the large camping tent on the South side of Markfield Park. LR asked KS to raise it at the police panel meeting and she will raise it with the Friends of Markfield Park and the councillor Mark Grosskopf.
- g. **Leaseholder account:** EV mentioned the difficulty to open a leaseholder account. LR advised to check the information on Flag's website.
- h. **Mud kitchen with recycled materials:** KS shared the experience of building a mud kitchen with recycled material for the school along with another resident, Tom. Flag's Whatsapp group was used to ask for material. Tom will be writing up a piece about the experience for the newsletter, which will also be published on Flag's website.