

Norton House Residents' Meeting - 26 September 2023

	Queries/Comment/Feedback	Advice Given	Further Action from SW9	Lead Officer	By Date
1	Who is our Housing Officer?	Norton House Neighbourhood Officer is called Regina Opara. She can be contacted by calling 020 7326 3700 option 3. Or email: neighbourhoods.enquiries@sw9.org.uk			
2	What do Estate Officers do?	The role of the Estate Officers is to ensure that block inspections are carried out, do small handyman tasks as well as ensuring the building is safe.			
3	The stairs in the block need thorough cleaning.	The stairs are cleaned regularly, however, it is clear that the simple mop cleaning is not effective.	Michelle will arrange a jet wash of the stairs. Should the stains remain, a programme of improvement works will be developed.	Michelle Levy	Dec-23
4	What improvement works are planned for the pedway as it is a H&S hazard?		Robert Carroll, Property Services Manager to provide further information.	Robert Carroll	Dec-23
5	There are mice issues in the block, especially near the fire door.	Michelle confirmed that pest control attend monthly to check the black bait boxes.	Michelle will arrange Nightshift (pest controllers) to attend and place bait boxes at the fire door.	Michelle Levy	Oct-23
6	Bulky items are being dumped by Norton House residents, this is a H&S concern.	SW9 have a free bulky items collections service, therefore, there is no reason for residents to be dumping their items.	We will arrange to put up a sign with the free collections service information.	Michelle Levy	Oct-23
7	The whole block needs sprucing up with paint.		Robert Carroll to look into this.	Robert Carroll	Dec-23
8	There are no ASB concerns.				
9	What is the repairs phone number?	020 3007 3170			
10	Issue with the boiler. An engineer attended this morning, however, he came to see a tap rather than the boiler. Currently there is luke warm water and no heating.	We will ask our repairs team to follow up on this.	All residents are advised to check that their heating is working before the cold season kicks in.	Robert Carroll	ASAP

3 Residents in attendance

4 SW9 Officers in attendance:

Michelle Levy, Estates Manager

Dominic Thompson, Estates Officer

Gabriel Aboyeji, Leasehold Manager

Komal Doan, Customer Resolutions Manager