



**HANGER HILL GARDEN ESTATE  
RESIDENTS ASSOCIATION  
&  
HOUSES MANAGEMENT BOARD**



**MINUTES**

*Draft pending approval by 2022 AGM*

**ANNUAL GENERAL MEETING**

**Held ‘virtually’ due to Coronavirus (Covid-19) pandemic**

via Zoom video conferencing, with options to vote on paper or by email

Joint meetings of Hanger Hill Garden Estate Residents Association (HHGERA) and the Houses Management Board (HMB) took place by Zoom video conference at 7:30pm on Thursday 25<sup>th</sup> March 2021. Formal notice to this effect, and subsequently the [agenda](#), [nominations](#), [Zoom details and ballot paper](#), were delivered to all houses and flats and put on the HHGERA website at [www.hhgera.com/2021-agm](http://www.hhgera.com/2021-agm).

All other relevant documents, including reports by the HHGERA and Houses Management Board chairs; budget and accounts; and the ballot paper for anyone unable to attend the Zoom meeting, were placed on the HHGERA website and the paper/email voting deadline extended to April 1st. Residents were also invited to contact the Association by email or letter with any points they wished to raise. These arrangements were publicised on the Twitter feed ([twitter.com/hhgeranews](https://twitter.com/hhgeranews)); and residents and landlords were contacted directly where email details were available.

54 votes were received through the various routes available, all in favour of the resolutions proposed (houses residents voting on all resolutions, flats residents only on those relevant to HHGERA the umbrella organisation). The decisions thus taken were:

**HHGERA**

1. To agree the Minutes of the 2020 AGM
2. To approve the report on activities since the last AGM and plans for 2021
3. To approve the HHGERA Budget for 2021
4. To agree the HHGERA subscription rate should be set at zero for 2021
5. To support the nominations for HHGERA officers in 2021.

**Houses Management Board**

**(Only houses residents voted on these items)**

6. To approve the HMB report on activities since the last AGM & plans for 2021
7. To approve the Houses Budget for 2021
8. To agree the Houses service charge should remain at £60 per house for 2021
9. To support the nominations for Houses Management Board officers in 2021
10. To approve changes proposed to treatment of service road gate keys charges/deposits.

Following the vote, the HHGERA and Houses Management Board officers for 2021 are:

<u>HHGERA Committee</u>	
Chair	Kate Crossland
Vice-Chair	Glenn Ellis
Treasurer	Levon Agulian
Secretary	Nim Maradas
Communications	Aleksandra Turner/Ingrid Joannou/Vanessa Pigeon
Planning and Conservation Area Panel	Bill Bailey/Sergei Turceninoff
Ealing Council liaison	Glenn Ellis
Police liaison and Neighbourhood Watch	Aleksandra Turner
Flats Management Board liaison	Kate Crossland/Dion Hitchcock
Social and community events	Ingrid Joannou/Aleksandra Turner
<u>Houses Management Board</u>	
Chair	Nim Maradas/Hugh Richards
Treasurer	Levon Agulian
Communications (Secretariat)	Nim Maradas
HHGER Ltd Company Secretary	Levon Agulian
Annual Service Charge co-ordinator	Neil McNair/Bill Bailey
Gardens co-ordinator	John Stone
Service roads co-ordinator	Genevieve Bornor
HHGER Ltd directors	Bill Bailey/Hugh Richards/ Levon Agulian/Sergei Turceninoff

The remainder of these Minutes records the ‘live’ AGM on 25 March 2021.

### **Welcome and apologies**

Kate Crossland, HHGERA Chair, welcomed everyone, outlined the format of the meeting and invited attendees to identify themselves by name and address. At maximum attendance, 44 people joined the Zoom call including three guests – Cllrs Nigel Sumner and Gregory Stafford, and Bob Gurd of Boileau Road residents association.

Apologies for absence were received from the Hanger Hill policing team, due to technical difficulties, from Association officers Aleksandra Turner, Ingrid Joannou and Vanessa Pigeon, and from those other residents who voted by email or paper ballot.

### **Minutes of the 2018 AGM**

The minutes, which had been available on the HHGERA website since July 2020, were approved without amendment.

### **Local councillors’ report**

Cllrs Nigel Sumner and Greg Stafford provided updates on some current areas of concern, notified ahead of the meeting:

- Dog poo: Councillors were aware of complaints but it was difficult to do anything unless people were caught red handed. The best course was to educate dog walkers to clear up after their pets. Poo bags could/should be disposed of in normal rubbish bins (including black wheelie bins). There was no need to look for a special bin. If residents notice particular people

leaving dog poo at the same time of day, please let councillors know and an inspector can be requested for this time to try and see the offenders.

- **Street trees:** Cllr Sumner said he would follow up an update received from the ward tree officer to ensure missing trees were replaced quickly and maintenance carried out.
- **Open gate:** The gate at the Queens Drive entrance to the Estate has been damaged by lorries driving into it and is frequently left open by the Council's new in-house rubbish and recycling team. Cllr Sumner said the new team were better paid and motivated than the former contractors. He had already raised this issue with Council officials and would do so again.
- **Noise and antisocial behaviour:** Cllr Sumner thanked residents for their role in the successful action against Basrah Lounge, whose licensing hours had been restricted, and asked people to let him know if there was any repeat of last year's noise and nuisance. In response to a question from the Chair, he said he was not aware of new problems from car and bike racing on Kendal Avenue. He asked residents to log any incidents and inform Councillors so they could take the matter further.
- **Street signs:** Cllr Sumner thanked Conservation Panel members for drawing attention to the poor state of the boards supporting our heritage street signs. The Ward Forum budget had been diverted to Covid support during the current year so he would be pressing officials to carry out maintenance using central funds, before they deteriorated further.
- **Recycling centres:** Cllr Stafford confirmed that the Acton centre would be closing shortly, despite petitions by local residents to keep it open. The nearest recycling centres were at Greenford and Abbey Road. Brent Council had agreed that the latter would be available to Ealing residents.
- **School Street:** Councillors said no further complaints had been received and no more traffic incidents reported, though Vale Lane had not been closed to traffic since before Christmas. The consultation was still open (email [schoolstreets@ealing.gov.uk](mailto:schoolstreets@ealing.gov.uk)) and the scheme was due to start again after Easter with barriers manned by volunteers.
- **Cameras:** Cllr Sumner said that cameras would soon start appearing on streets around our Estate but probably not within its boundaries. This was for enforcement of the new ultra low emission zone (ULEZ) within the North Circular Road, which would take effect in October.

Councillors emphasised that they were always happy to take up issues raised with them by residents and offered their email addresses for HHGERA members' use: [nigel.sumner@ealing.gov.uk](mailto:nigel.sumner@ealing.gov.uk) and [staffordg@ealing.gov.uk](mailto:staffordg@ealing.gov.uk).

### **HHGERA: Annual report**

Kate Crossland offered her thanks to the many Association officers and other residents who had risen to the occasion and kept the Estate running smoothly during the pandemic. That included everyone who'd logged in to the AGM, Dion Hitchcock for organising the Covid support network, and Quentin Phillips at Japan Services for sponsoring the circulars and newsletters produced during the year. She also passed on thanks from Hugh Richards to Robin Williamson at Ealing Council for his support on rubbish and recycling, during the transition to the new in-house team.

Kate highlighted a number of issues affecting the whole Estate, more detail on which is available in the HHGERA Chair's [report](#):

- The Association had successfully negotiated removal of the broken bench on Princes Gardens, which had attracted antisocial behaviour over many years;
- It had supported residents over the noise from the Basrah Lounge;
- It had worked with other local residents associations on a traffic survey ahead of introduction of the School Street scheme; and
- In the midst of the pandemic, it had successfully migrated the HHGERA website to a new platform.

The Association's usual social events and Play Streets had mostly been cancelled due to the Covid restrictions. However, it had been possible to organise a Covid-safe classical concert in the Rose Garden on August 30<sup>th</sup> and we had tried to cheer up the Estate with Christmas lights and a poster trail, and another Spring themed poster trail that was still on display. Details of any future events would be circulated via the newsletter, website and HHGERA Twitter feed.

As far as the flats were concerned, the pandemic had thrown up a number of issues of noise and children's play that were primarily for the flats' own management board. She had made contact with the new managing agent and offered residents association support as required.

Finally, on planning and conservation, she said the past year had been quiet with only seven applications received. Bill Bailey and Sergei Turceninoff, our representatives on the Conservation Panel, were feeding into Ealing Council's ongoing review of conservation policies.

### **Houses Management Board: Annual report**

Hugh Richards followed up with highlights from the HMB [report](#), also available on the website. Starting with finances, he reported it had been a remarkably successful year in the circumstances. Thanks to efficient co-ordination by Neil McNair, over £17,000 of service charges had been collected – almost exactly the same as in 2019 – while following a strict Covid protocol that ruled out door-to-door visits. But that was still only about 80% of the amount due and the Association was taking an increasingly active approach to recovery of arrears. He urged anyone who had missed their 2020 contribution to catch up quickly – and anyone who could support the collection effort to contact Neil via [neil@hhgera.com](mailto:neil@hhgera.com).

Most of the money raised is spent on the communal gardens and Estate boundaries looked after by the HMB, where Hugh reported significant progress during the past year by our contractors Abel Gardeners under the guidance of John Stone. Restoration of the Princes Gardens central reservation was now complete and looking splendid, with a new plaque celebrating the many local residents, businesses and organisations that had made it possible. The gardeners had cut back overgrown vegetation on the Tudor Gardens service road, at the triangle between Tudor Gardens and Princes Gardens, and at the eastern end of the Rose Garden. The two crescent beds on Princes Gardens had tidied up, new shrubs had been planted, and many new street trees had been provided by Ealing Council. He thanked the residents who had adopted these and watered them through last year's dry spell. Hugh said the aim was to continue making steady improvements to the communal gardens so the Estate was looking at its best for its centenary in 2028.

The houses' service roads had meanwhile presented a number of issues during 2020 – inconsiderate parking, litter, fly tipping and a potentially serious fire caused by a resident tipping hot ashes onto dry vegetation. He thanked Genevieve Bornor and her network of service road monitors for their efforts to keep the service roads clear for recycling trucks and other vehicles, and for clearing up other people's mess. He asked anyone who was willing to support this work, especially on the service road between Princes Gardens and Monks Drive, to contact Genevieve via [skips@hhgera.com](mailto:skips@hhgera.com).

Finally, Hugh reported a project was under way to update and strengthen administration of the deeds of easement that formalise house owners' rights and duties in respect of service roads and Estate maintenance. The first of these deeds dated back to 1954 (when the annual contribution was set at 2 guineas!) but only 78 of the 361 houses appeared to have a properly registered deed in place. The deed template had been updated in line with the HHGERA Constitution and the Association would now require one to be in place when houses changed hands. Formalising the relationship with HHGERA would help all house owners in the long run by reducing the proportion of unpaid service charge and ensuring the Estate was properly maintained.

## **2020 accounts and budget for 2021**

Levon Agulian briefly presented the Association's [accounts](#), which showed a healthy financial situation with an operating surplus of around £6,000 for the year and cash at the year end of £50,403. However, he cautioned that £10,000 of this reserve represented refundable deposits for service road keys, which could not be spent freely, and that other sums were earmarked for specific items such as the £3,000 set aside replacing service road gates. Moreover, the financial year end was normally a high point for cash held, as service charge collections could not begin until after the AGM, and it was prudent to hold funds in reserve to meet cash flow and unexpected costs.

Hugh Richards picked up the theme, introducing the 2021 [budget](#). This showed a broadly similar pattern of income and expenditure to 2020, including a further £1,500 earmarked for replacement of service road gates, which would be needed within the next 2-3 years. There was also one big additional item – an estimated £35,000 of repairs to the service road running around the Princes Gardens outer loop and taking in parts of Vale Lane and Tudor Gardens (see below).

The 2020 accounts, the proposed £60 per house service charge for 2021 and nil contribution rate for flats were approved by a show of hands, Flats residents voting only on the items relevant to their properties.

## **HHGERA and Houses Management Board officers**

As no volunteers had come forward for the two liaison roles available, the list of nominations was approved unamended by a show of hands. The Chair invited anyone who was interested in taking a more active role in the Association to contact her via [consultation@hhgera.com](mailto:consultation@hhgera.com).

## **Events and activities in 2021**

Kate Crossland said that subject to Coronavirus restrictions being lifted, she hoped it would be possible to run more community events this year. Three dates had been pencilled in – a litter picking event on June 13<sup>th</sup>; a nature-themed festival and Princes Gardens plaque unveiling during the Summer; and a concert in the Holy Family school hall later in the year. Hopefully Play Street would also be able to restart at some point. In answer to a question from the floor, she acknowledged the occasional tensions during lockdown between flat residents' wish for peace and quiet, and children's need for safe outdoor play space. This was principally a matter for the Flats board and the Paddock was open for ball games, but she agreed the matter deserved further thought.

## **Litter and fly tipping**

Nim Maradas asked all residents to help keep the Estate clean and tidy, and in particular not to dump large items on service roads because the Council would not take them away. It had cost the Association £350 to hire a skip last year to dispose of accumulated rubbish and several residents regularly litter picked the pavements, communal gardens and service roads. Service road monitors had successfully engaged with several households during the year, with positive results, but there were one or two regular offenders. She added that the more people took responsibility for engaging with their neighbours and picking up the litter, or better still became service road monitors, the pleasanter the Estate would be as a place to live.

In discussion, it was suggested that many of the problems were caused by new residents who often did not understand the rubbish and recycling arrangements. Nim agreed to take up a suggestion from the floor that a downloadable pdf be created to explain how the system worked and put on the HHGERA website ([www.hhgera.com/wheelie-bins](http://www.hhgera.com/wheelie-bins)). This could then be downloaded and printed off by new residents or if people noticed new neighbours moving in.

Developing this idea further, it was suggested that a 'Welcome to the Estate' leaflet should be created to help new residents – in both houses and flats – settle in and know who to contact in case of need. Bill Bailey offered to work with Nim to produce online and pdf versions of this. Making it available to

estate agents active on the Estate could help head off some of the problems encountered with new arrivals.

### **Environment working party**

Introducing the agenda item listed as 'Home Energy Efficiency Ratings', Kate Crossland said that feedback ahead of the meeting had prompted wider questions about what transition to a low-carbon economy might mean for the Estate. The government's current consultation on efficiency ratings for rented properties was just one aspect of a much bigger shift in thinking that would soon, for instance, mean there were far more electric vehicles than before. Already, there were issues with cars being charged in service roads rather than garages, and with trailing flex across pavements. But the need for more on-street charging points also had to be reconciled with their visual impact on the Conservation Area. Solar panels presented similar issues.

Kate therefore proposed setting up a working group to think through the issues and, potentially, engage with Ealing Council and Councillors on the planning and other implications of the changes. An article calling for volunteers would be included in the next Newsletter and anyone interested was asked to contact her via [consultation@hhgera.com](mailto:consultation@hhgera.com).

### **Any other business – HHGERA**

(Issues raised from the floor and affecting the whole Estate)

Pond garden: The question was raised why nothing had been done about the pond, on the corner of Monks Drive and Links Road, which was only half full and looked in a sorry state. Kate explained that this area belonged to the Flats rather than to HHGERA. It seemed clear that the pond had a leak and this had been mentioned to the Flats management board a number of times without result. She said she would try again, in the hope that the flats' new managing agent would be more receptive to organising repairs.

Delivery vehicles: Damage to the grass triangle on the corner of Monks Drive and Queens Drive, by delivery vans driving over it, prompted a request that the Association install black posts to protect the lawn. Kate said this land, too, belonged to the Flats but that as a sign of goodwill HHGERA had set aside funds to provide the posts. This would be set in train as soon as permission was received from the Flats board to do the work. Cllr Stafford added that it was an offence for vehicles to cross the pavement – so if this happened, taking a photo would mean this could be followed up.

Estate agent boards: The large number of estate agent boards around the Estate was raised, including some that seemed to have been there for a long time. Dion Hitchcock said he kept a list of boards and that the Conservation Area rules allowed agents to leave them in place until a fortnight after the property had been sold or let. He said he would update his list and check it against websites like Zoopla, Rightmove etc. so he could contact any agents whose boards needed to be taken down.

Pavements: It was observed that uneven pavements on the Estate were dangerous for elderly or frail residents, especially during lockdown when walking was one of the few ways of taking exercise. Trailing cables for car charging were another hazard. Cllrs Sumner and Stafford asked to be informed of any problems with pavements so they could get them repaired.

This being the end of the HHGERA and joint part of the agenda, flats residents were invited to leave though welcome to stay for the remaining Houses Management Board business.

### **Service road repairs**

Bill Bailey introduced the repairs project outlined in a [circular](#) distributed with the AGM agenda to the 119 affected houses on the Princes Gardens outer loop and odd nos. 3-11 Vale Lane and 49-83 Tudor Gardens. This would patch parts of the concrete surface that were breaking up after nearly 100 years and would only get worse, potentially threatening our wheelie bin collections, if left untreated. He thanked residents who had responded to the circular for their feedback. This mainly expressed concern about the cost and questioned whether it was fair to charge all houses along the service road when only a few areas would directly benefit.

On the last point, Bill explained the repairs would help everyone because Ealing Council's recycling lorries ran along its full length – the turnings were too tight for them to use Gates E and F (see map on 2<sup>nd</sup> page of circular). Moreover, Tudor Gardens residents had benefited significantly from repairs carried out at Gate D – and paid for entirely from Association reserves – as part of the 2016 wheelie bins project. That said, the working group looking at this was still finalising the schedule of work and would review suggestions we add the potholes at the entrance at Gate G and behind Tudor Gardens.

Bill said that seven contractors had so far visited the site, including two who had previously done work on the Estate, and been invited to estimate for the work. This had resulted in a shortlist of three (though any other suggestions were welcome) and informed the £35,000 figure included in the HMB Budget for 2021. The work would be treated as a special project under the [HHGERA Constitution](#), to be paid for by owners of the houses along that service road rather than out of general reserves. This followed precedent when the service road behind Princes Gardens and Monks Drive was repaired in 2005, and the same principle would apply to similar future projects.

Bill said the next steps would be to convene a meeting of the working group that had been preparing the project and to select two firms to provide a firm quote. A second circular would inform householders of the expected final cost, including a 10% contingency for overruns. Invoices would follow and work would begin once 80% of the total was received. The aim was that this should be in the second half of 2021 and take 2-3 weeks. Residents would be given good notice of service road closures and any changes to wheelie bin collections while it was carried out. In the meantime, the working group would welcome new members and was available to hold 1:1 or open Zoom consultation meetings on request – contact [serviceroads@hhgera.com](mailto:serviceroads@hhgera.com).

### **Service road key deposit monies**

Hugh Richards read (rather than summarised, because of its technical nature) the [paper](#) outlining a proposed change to treatment of the key deposit reserve shown in the Association's balance sheet. This would allow it to be used for purposes that benefited houses with access to a gated service road, including covering temporary shortfalls in special projects such as the one currently being planned. The principle remained that householders should pay equal shares of such projects and non-payers would be pursued vigorously – including if practicable through the courts. However, this was a pragmatic way of ensuring we could carry out works before the last pennies were in.

The meeting approved the proposal on a show of hands, with no votes against.

### **Links/Monks/Queens Drive service road**

Hugh Richards reported that there had still been no progress in discussions with the Flats Board about the status of this service road, which belonged to the Flats though it was mostly backed onto by houses. The Association had proposed a licensing agreement which would allow the HMB to install security gates and manage the road, without affecting the Flats' ownership. A small reserve was included in the accounts for legal costs associated with this and he would try again now the Flats had a new managing agent.

### **Any other business – Houses**

(issues raised from the floor and affecting houses only)

- Houses in Multiple Occupation (HMOs): It was noted that HMOs were the cause of many of the problems of litter and fly tipping on the Estate's service roads. Bill Bailey said he was in contact with Ealing Council about HMOs, which had to be registered with the Council. But the problem was that with up to eight adults living in a house, much more rubbish and recycling was being generated than would fit in the bins provided. He would continue lobbying the Council to provide more bins but in the meantime residents were asked to clear up or contact [skips@hhgera.com](mailto:skips@hhgera.com) if they were aware of problem houses. The faster we could tackle these, the better, given that 'rubbish attracts rubbish'.
- Garden enclosure: Nim Maradas said a large skip full of assorted rubbish had been cleared from the enclosure (at the far north-east corner of the Estate), as the first step toward making it more nature friendly. She thought the piles of wood and vegetation there probably supported a lot of wildlife already but that there was scope to improve it further through eg putting up bird boxes. She will contact the resident who had raised the issue to discuss further.

There being no further business, the meeting ended at 9.20pm with thanks all round. The next AGM will hopefully be held in person at Holy Family School in March 2022.