



HANGER HILL GARDEN ESTATE RESIDENTS ASSOCIATION & HOUSES MANAGEMENT BOARD



MINUTES

Draft pending approval by 2026 AGM

ANNUAL GENERAL MEETING

at 7:30pm on Thursday 27th March 2025 at Holy Family School, Vale Lane

This was a routine joint annual meeting of Hanger Hill Garden Estate Residents Association (HHGERA) and the Houses Management Board (HMB). Approximately 50 residents attended.

All relevant documents, including reports by the HHGERA and Houses Management Board chairs; budgets and accounts were placed on the HHGERA website at www.hhgera.com/2025-agm. Residents were invited to contact the Association with any points they wished to raise. Formal notice of the meeting and the final agenda and nominations were delivered to all flats and houses within the timeframes set in the HHGERA Constitution. Notice of the AGM was also emailed to non-resident landlords for whom the Association has email addresses.

The main decisions taken were:

HHGERA

1. To agree the Minutes of the 2024 AGM
2. To support the nominations for HHGERA officers in 2025/26
3. To approve the report on activities since the last AGM and plans for 2025/26
4. To approve the HHGERA Budget for 2025 and draft Budget for 2026
5. To confirm the HHGERA subscription rate should be zero for 2025 and remain at zero in 2026.

Houses Management Board

(Only houses residents voted on these items)

6. To update the HHGERA Constitution to reflect the fact that Houses' service charge is set at each year's AGM for the following calendar year
7. To support the nominations for Houses Management Board officers and Conservation Panel members in 2025/26
8. To approve the HMB report on activities since the last AGM and plans for 2025/26
9. To approve the Houses Accounts for 2024
10. To approve the Houses Budget for 2025 and draft Budget for 2026
11. To confirm the Houses service charge at £70 per house for 2025 and be held at £70 in 2026.

Welcome and apologies

Kate Crossland, HHGERA Chair, welcomed those present and introduced the guest attendees – Hanger Hill ward Councillors Fabio Conti and Athena Zissimos, and PC Robert Stack from the ward's [Safer Neighbourhood Police](#) team; apologies had been received from Cllr Jonathan Oxley; and from a number of HHGERA officers and individual Estate residents.

Minutes of the 2024 AGM

The minutes, which had been available on the HHGERA website since May 2024, were approved unanimously without amendment, on a show of hands.

HHGERA: Annual report

Kate thanked everyone who had participated in and supported the Association over the past year, in particular Quentin Phillippo of Japan Services for sponsoring HHGERA circulars and newsletters, and the many residents who helped in big and small ways by helping to run the Association, delivering newsletters, organising events and so on.

She highlighted a number of issues affecting the whole Estate, more detail on which is available in the HHGERA Chair's **report**:

- **Crime and safety**: Kate noted that the association had worked closely with the Police Safer Neighbourhoods team to address crime and safety concerns, including burglaries and car crime. Offensive graffiti had been swiftly dealt with in collaboration with Ealing Council. She highlighted improvements to Masons Green Lane, thanks to local councillors, and mentioned the prompt removal of Lime bikes following resident feedback. She also raised the issue of community vigilance after a resident had passed away unnoticed, encouraging neighbours to look out for one another and to report concerns to police or the Association.
- **Sustainability**: Kate said sustainability efforts were progressing, with window replacements in the flats and a government-funded feasibility study into solar panels.
- **Communications**: The Association talked with residents via newsletters, the HHGERA website (hhgera.com), and a thriving community WhatsApp group, with social media use to be discussed under AOB.
- **Flats liaison**: Kate noted ongoing collaboration with the Flats Management Board, including support for pond renovation and improvements along Vale Lane.
- **Film location**: Kate recalled the filming of “Pressure” on Princes Gardens – a major feature film due to be released in late 2025 or early 2026. HHGERA had worked hard to ensure this brought benefits to the Estate and to minimise the inevitable disruption on filming day.
- **Conservation and planning**: Bill Bailey, Conservation Panel member along with Pat McNair and Alun Rowlands, reported that 18 planning applications had been reviewed during the year. Of these, 11 were for Houses, of which 7 were granted. Three were withdrawn and re-submitted following objections from the Panel. Two applications had been received for the flats (one approved, the other rejected) and several for nearby premises. These included an application to extend use of the former John Lewis warehouse in Park Royal as a film studio (subsequently used to film the Big Brother TV programme); a failed application to convert a house in Groveside Close into two multiple occupancy units; and plans for a new coffee shop in the former taxi kiosk at West Acton station.
- **Basrah/Anaya/Casa Lounge**: Kate said HHGERA had submitted an objection to a late night music and alcohol licensing application from these premises due to ongoing noise issues. Unfortunately, the Council's Licensing Committee had subsequently approved the license, with minor conditions, despite these and many other objections from residents, Police and noise control officers.

Community events and activities

Kate reported that the year had seen successful PlayStreets, Christmas displays and litter picks. Looking ahead, preparations were underway for the estate's centenary, including garden improvements, cherry tree replacements, and an oral history project. Planned activities in 2025 included more PlayStreets, litter picks, and a group outing to see “Pressure”. The team would welcome help from anyone who wished to join them and/or help organise other community activities (email consultation@hhgera.com).

Presentation of 2024 accounts and budget for 2025

Kate outlined the ‘residents association’ part of the **accounts** and **budget**, covering Estate-wide activities of benefit to both houses and flats. Approximately £400 had been spent on running the Association and its website in 2024 and (as agreed at the last AGM) £2,000 had been donated by HHGERA to restoration of the pond garden. She proposed a similar budget for the current year, with a small inflation increase to Association running costs and £2,000 earmarked in reserves (but possibly not actually spent in 2025) for joint projects with the Flats board.

The meeting voted unanimously on a show of hands to approve the HHGERA budget and accounts.

Estate centenary plans; Rose Garden

John Ward, a Princes Gardens resident whose garden design and landscaping company was deeply involved in the central reservation project a few years ago, summarised progress since plans for a major restoration of the Rose Garden were approved at the 2024 AGM. A Working Group had met several times to review priorities and start researching costs. This work had been distilled into a **report** and **‘concept’ design** that he presented, with slides, for the meeting’s approval. Key elements of the concept were:

- Continuity with the Estate’s past through the inclusion of rose beds and cherry trees
- Resilience to climate change and support for biodiversity through deliberate choice of trees and shrubs
- A mix of family-friendly, biodiverse/climate-friendly and ornamental elements
- Boundaries to discourage use by non-residents and keep the garden a safe space for young children
- An emphasis on nearby residents’ privacy and security
- Community building – volunteer gardening, raised beds, a space to stage Estate events
- Low maintenance, given limited HHGERA funds
- An information board outlining the Estate’s and the garden’s history.

John said that subject to AGM approval, the next step would be to launch a detailed consultation. Everyone would have a chance to contribute and particular attention would be paid to the views of residents of houses overlooking the garden. Contact would also be made with other key stakeholders including local Councillors.

The presentation was greeted warmly with only one question raised, about the risk of antisocial behaviour if the garden became better known among residents from further parts of the Estate. The meeting unanimously endorsed the Working Group’s approach and authorised it to consult residents more widely, ahead of drawing up a more detailed design and costings. An update will be provided at next year’s AGM.

Liaison with Flats management company and update on pond

Kate welcomed progress since the last AGM on restoration of the pond (at the junction of Monks Drive and Links Road) and its surrounding fence and garden. HHGERA had contributed £2,000 toward repairs to the post and chain fence; the rest of the cost had been borne by the Flats management company (which owned the whole Monks/Links/Queens Drive triangle). Next would come relining of the pond, a new fountain and replanting of the garden. A joint working group of houses and flats residents was looking at the options and hopefully this valuable part of the Estate’s green spaces would be fully restored by this time next year.

There was again no progress to report on management of the Links/Monks/Queens (LMQ) service road – also owned by the Flats but used almost exclusively by houses residents.

Filming on the Estate - report and future plans

Nim Maradas summarised the **report** placed online about HHGERA’s role during the filming of “Pressure” on the Estate, which had been to minimise inconvenience and maximise the benefits to Estate residents. It had been a lot of work but the HHGERA Committee felt that overall the experience had been positive (notably financially) and that location work could be a useful future source of Association revenue. In discussion, it emerged that this was far from the first time our Estate had been used: for instance, the Flats had once appeared in the TV crime series Morse. The only possible drawback of doing more of this was the potential for disruption to daily life (which could be addressed through selection of projects and close management).

The meeting unanimously approved the recommendation that HHGERA should actively market the Estate as a film location. The Committee was authorised to register with the Location Works agency; draw up guidelines for filming; publish these on hhgera.com; and introduce individual householders to the agency on request.

Subscription rate for 2025 and 2026

Kate said the HHGERA Committee proposed that there should once again be no membership fee in 2025-2026 as the Association had adequate funds in reserve for its Estate-wide activities. This might however have to change at some time in the future.

The meeting unanimously agreed that the HHGERA subscription rate (as distinct from the houses service charge) should be zero for the current year and next.

Election of officers

The meeting unanimously elected the HHGERA officers nominated, to serve until the next AGM:

NOMINATIONS – 2025	
<u>HHGERA Committee</u>	
Chair	Kate Crossland
Vice-Chair	Hugh Richards
Treasurer	Levon Agulian
Secretary	Nim Maradas
Communications	Aleksandra Turner
Planning and Conservation Area Panel	Bill Bailey/Pat McNair/ Alun Rowlands
Ealing Council liaison	Glenn Ellis
Police liaison and Neighbourhood Watch	Aleksandra Turner
Flats Management Board liaison	Kate Crossland/Dion Hitchcock
Social and community events	Aleksandra Turner/Elen Rideal

Any other business (houses and flats)

- **Pavements:** A resident complained about the many uneven paving stones in Estate pavements and asked what could be done about it. Cllr Fabio Conti said he would take up any cases brought to his attention with Council officials but that this was an endemic problem throughout the borough and the guidance was that only vertical gaps of more than 1” were considered for repair. It was suggested that HHGERA officers walk the Estate and report accordingly.
- **Lime bikes:** A resident observed that Lime bikes (the worst offenders), other electric two-wheelers and scooters were being left thoughtlessly all over the Estate. At one point, for instance, there had been five in the service road behind Ayr Court. Kate agreed this was unsightly and potentially hazardous, and said she would ensure the next HHGERA newsletter included information on how to get the bikes taken away.
- **CCTV:** Occasional clusters of crime (mostly car crime) on the Estate have given rise to ongoing requests among residents that Ealing Council CCTV is installed. Cllrs explained that each camera cost £10,000 so it was most unlikely that anything would come of a request. They said video doorbells (Ring etc) could be a deterrent and record evidence in case of crime; but that wherever possible owners should position their cameras to only capture their own property. There was more information about privacy rules for CCTV on the Information Commissioner website (<https://ico.org.uk/for-the-public/home-cctv-systems/>).
- **Virgin Media:** A number of residents recently suffered broadband outages with Virgin Media and one demanded at the AGM that the Association should take up the case and secure compensation for those affected. In discussion, it was agreed that rather than this, people should combine forces using WhatsApp to coordinate action. One of those affected offered to take this forward.
- **Social media:** Kate said the HHGERA News feed on Twitter/X was little used and the HHGERA Houses WhatsApp group was a much more effective channel for instant sharing of Association news. Given also data leaks from Twitter/X and the platform’s growing politicisation, she proposed closing the Association’s Twitter/X account. No objections were raised so this was taken as unanimous approval.

There being no other business, this concluded the first part of the meeting. Guests and Flats residents with no direct interest in the remainder of the agenda were invited to stay or leave as they wished.

HOUSES MANAGEMENT BOARD (HMB)

Constitutional amendment

Hugh Richards, HMB Chair, introduced a **proposal** to amend the section of the HHGERA Constitution dealing with the timing of decisions about houses' service charge. The HHGERA financial year, he explained, ran from January 1 to December 31 and the AGM was held at the end of March. Until 2022, the houses' budget and service charge had been approved at the same year's AGM, although the financial year was already by then nearly three months old. Since 2023, however, the budget and service charge had been set a year ahead – hence this meeting would approve the budget and charge for calendar 2026 as well as confirming the figures agreed at the 2024 AGM for the current year.

Hugh said the new arrangement had been introduced as an experiment. It had been a great success as it meant service charges could be collected throughout the financial year instead of just the nine months between the AGM and year end. To make this permanent, the meeting was invited to approve the following minor changes to the HHGERA Constitution:

- Amend all dates in Section 5 of the Constitution from April 1 to **January 1**
- Amend Section 10 of the Constitution as shown in bold:
 - f) To receive and approve the annual report on the activities of the Houses Management Board over the preceding year and proposed activities over the coming ~~year~~ **two years**.
 - h) To receive and adopt the ~~5-~~ **two-year** communal gardens and service roads maintenance and improvement plans and associated budgets;
 - To fix the Houses service charge rate/s for the ~~coming~~ **following** year

The proposed amendments were approved unanimously on a show of hands.

2024 accounts and budget for 2025

Picking up this theme, Hugh said that Houses' income and outgoings in 2024 had been mostly as budgeted apart from two exceptional items of income: £10,000 to compensate for the inconvenience caused by use of our service roads and filming of "Pressure" on the Estate; and £4,457 recovered from the Motor Insurers Bureau (which covers victims of hit-and-run and uninsured drivers) for the service road gate damaged last year during a vehicle theft. With strong service charge receipts, at just over £23,000, and costs running as expected, there was a £16,000 increase in reserves at the year end.

The budget for 2025 showed a predicted income of around £24k, of which service charge was expected to bring in around £21,500. Other sources of income included interest on reserves which was capped at £1,000 (after which we would have to submit tax returns), and payments for skip permits and gate keys.

Expenditure on communal gardens was expected to rise by 3.9% in line with inflation in 2025 to around £21,000. Other outlays were expected to be similar to 2024, with another £2,000 set aside for joint projects with the Flats management board and £2,000 seed money for restoration of the Rose Garden. That would bring total budgeted expenditure for 2025 to approximately £28,000 resulting in a loss of around £5,000 to be funded from reserves.

Hugh said the ongoing budget for 2026 was broadly similar. Gardens costs would increase in line with inflation, estimated at 4%. However, allocation of a provisional £20,000 for Estate centenary projects meant a net outflow of £20,000 was expected in 2026, to be funded from reserves. The Rose Garden alone was expected to cost significantly more than this, so we would be looking for funding from other sources such as crowd funding and grants.

The meeting unanimously approved the HMB **accounts** for 2024 and the proposed **budgets** for 2025-2026 on a show of hands.

HMB: report on activities in 2024

Hugh highlighted some key developments during 2024 in management of the Houses part of the Estate, as outlined in the HMB Chair's **report**:

Cherry trees: Hugh introduced Pat McNair, who outlined a project to help renew the Cherry (Cherry Plum/Purple Plum) trees that are such a feature of our Estate in early Spring. These once grew in the front garden of every house on the Estate but sadly, these were nearing the end of their natural lives; every year a few more disappeared. So as part of the Estate centenary preparations, the Residents Association would cover half the cost of each tree's replacement. A very competitive price had been negotiated of £85 for a 2m high tree or £170 for a 3m one (£43 or £85 after the HHGERA contribution). These prices included VAT and planting by Abel Gardeners. She said full details would be circulated via the HHGERA newsletter and [website](#).

Service road gates: Hugh reported that no further gate replacements had been necessary during 2024 but that funds would continue to be set aside in reserves to cover the cost as the existing gates reached the end of their useful lives.

Service charge collection: Hugh thanked Gavin Anderson, Service Charge Co-ordinator, for the huge amount of work put in to manage the database driving service charge collection. Growing numbers of residents had opted to receive their annual service charge invoices by email and paid by bank transfer, which was much more efficient than using paper invoices and other methods of payment. However, he said email addresses were still missing for around 130 of the 361 houses on the estate. The residents concerned were urged to contact Gavin via invoices@hhgera.com.

Houses' service charge for 2025 and 2026

Hugh said the healthy state of HHGERA reserves meant the Board felt comfortable leaving the annual service charge at £70 per house next year, even though this would mean running a deficit for a second successive year. Barring unforeseen windfalls, it was likely an increase would be needed in 2027.

The meeting unanimously confirmed the houses service charge of £70 in 2025 and approved its maintenance at £70 in 2026 on a show of hands.

Gardens report and plans for 2024

John Stone, Gardens Co-ordinator, **reported** that the past year had been particularly challenging for the gardening team due to heavy rainfall that made plant growth hard to manage. The team at Abel Gardeners, led by Patrick Corcoran was largely unchanged: Pawel spent 1-2 days a week on the Estate, with irregular input from Patrick himself. However, they had felt the loss through illness of Eddie, whose deep horticultural knowledge had been invaluable during several improvement projects over the years. John also drew attention to the residents who looked after the pretty garden on the corner of Queens Drive and Monks Drive, spearheaded by Isabel Mahoney. This had received an award from Ealing Council for biodiversity and was recently enriched with two cherry trees – part of the larger effort to revive a species once common across the estate.

John said management of the Estate's trees was a significant preoccupation. He arranged for tree surgeons to survey the trees regularly. During the past year it had been necessary to cut down three medium-sized Ash trees along the Princes Gardens service road which had been attacked by Ash Dieback disease. Abel Gardeners had done this but specialist contractors had been brought in to remove large dead branches from an Oak tree which had been hanging over a footpath on Princes Gardens and as such were a potential hazard.

Service road lighting

Hugh summarised his **paper**, reporting that some gated service roads on the Estate were still lit by old street lights installed decades ago by Ealing Council – an unusual arrangement given the Council was not obliged to provide lighting for private roads. The lighting system had now deteriorated beyond repair, with underground wiring faults leaving most lights inoperative. Replacement parts were no longer available, and the Council had confirmed it would not maintain or replace the existing fixtures.

In response, the Residents Association trialled solar-powered motion-sensor (PIR) LED lights mounted to existing lamp posts. While these were a step forward, their effectiveness was limited – they only activated when someone walked close to the post, offering little assistance for everyday tasks like putting out rubbish.

Hugh recommended that a better option would be to put wall-mounted lights on garages, either solar or mains powered. A group would be formed to research suitable lights and installers; HHGERA would also try to persuade the Council to remove the old lights and contribute to the new ones. Once details had been worked out,

residents with garages would be invited to opt in. Each homeowner would likely be responsible for installation costs and ongoing maintenance.

Election of officers

The meeting unanimously elected the HHGERA officers nominated, to serve until the next AGM:

<u>Houses Management Board</u>	
Chair	Hugh Richards
Vice-Chair	Glenn Ellis
Treasurer	Levon Agulian
Communications (Secretariat)	Nim Maradas
HHGER Ltd Company Secretary	Levon Agulian
Annual Service Charge co-ordinator	Gavin Anderson/Hugh Richards
Gardens co-ordinator	John Stone
Service roads co-ordinator	Sarin Takhar
HHGER Ltd directors (appointed by Houses Management Board)	Bill Bailey/Gavin Anderson/ Hugh Richards/Levon Agulian

Any other business – Houses

Only one issue was raised from the floor:

- **Double glazing:** Several residents raised the issue of planning permission for double glazed windows in the front of houses. Under the current Conservation Area guidance, Ealing Council insisted on wooden frames, which were much more expensive than uPVC. This seemed illogical, given the number of houses that had installed uPVC frames and apparently got away with it, and the need to reduce energy consumption. Double glazing had now been approved for the flats, on condition it conformed to a standard template, and residents did not understand why the same could not apply to houses.

Kate said she had arranged to walk the Estate with Ealing's new Conservation Officer and would draw this point to his attention. Bill added that it was a long running issue and that the Council had not even been consistent in applying its own policy. There were limits to how energy efficient the Estate's houses could be, especially semi-detached ones, as they did not have cavity walls. But he agreed with the principle of allowing double glazed windows in materials other than wood, provided they matched the original design. The same applied to front doors – he thought Anglia had a design that was suitable.

There being no other business, the meeting ended at approximately 8.30pm with thanks all round. The next AGM will be held in March 2026.