

Hulme Riverside Residents Association (HRRRA)

Meeting with Riverside Home Ownership (RHO)

Thursday 26th June 2025 at 6pm

Date	Thursday 26 th June 2025
Chair	Andrea O'Brien
Minutes	Abigail Jones
In attendance	Andrea O'Brien (Leasehold and Tenancy Services Manager) Claire Tran, (Home Ownership Officer) Fallon Reynolds (Home Ownership Officer) Abigail Jones (Home Ownership Officer) Bilal Hussain (Leasehold Asset Manager) Hulme Residents Association Tom (University Engagement Officer)
Apologies	Pam Bersantie (Head of Home Ownership) Darren Whitfield (Head of Asset Strategy and Delivery – Homeownership)

Agenda

1. Welcome and Introductions from Riverside team in attendance
2. Review of Previous Minutes
3. Assets & Door Replacement update
4. Anti-Social Behaviour
5. Short Term Lets/Air BnB
6. Repair Statements
7. Estate Service Contracts
8. Experience of Freehold Purchase
9. AOB

<u>Agenda Item</u>	<u>Discussion</u>	<u>Actions</u>
2. Actions from last meeting – Claire Tran	Gate at Elizabeth Court now repaired Claire has ordered replacement bins, has asked for reconditioned bins to cut costs Charge confirmed at £450.00, confirmed this is a one-off cost, not continuous.	HOO's to speak with Biffa about placing the bins back

	<p>Hulme website is now up and running. There is no way that repairs can be included as requested in the last meeting.</p>	<p>on the pavement after collection.</p> <p>Send new Hulme website details to residents – Link on power point to be sent to all HRRRA members</p>
<p>3. Assets Update- Door Replacement update – Bilal Hussain</p>	<p>Planned works update – New door fobs to be rolled out w/c 14th July with works to begin in August.</p> <p>Further details on start date to be added to Hulme website as soon as available. Confirmed front and back doors are to be replaced.</p> <p>Information requested on all who tendered for doors. Bilal explained the scoring process, Quality score given based on 30% quality, 70% price weighting. Overseen by same person to ensure fair process. 2 highest scoring bidders are sent to residents. Past experiences with companies is part of the scoring process.</p> <p>Question from Resident – can we get past information on Hankerton and Whittle? Bilal to look into getting information for next meeting. Confirmed that Chloe will be managing the project for Riverside.</p>	<p>Add confirmed works dates to Hulme webpage once available.</p> <p>Bilal to look into getting information on past works by Hankerton and Whittle.</p>
<p>Sinking Funds – Bilal Hussain</p>	<p>Still having discussions on 'sub accounts' as discussed previously. Will provide wider consultation when ready.</p> <p>Question from resident – When will investigations be completed? Looking long term.</p>	
<p>Repair Obligations – Bilal Hussain</p>	<p>Repair obligations separated by property type as listed on slide 8 of the PowerPoint presentation.</p>	<p>Bilal to confirm who is responsible for window handles in flats</p>

	<p>Flats- Question – Where does a property start? E.g. regarding a leak? Riverside have an investigation to investigate an issue like a leak but if determined to come from a property it would be passed back to that Leaseholder to fix. Party walls confirmed to be shared between two leaseholder that share that wall. Structural walls are Riversides responsibility.</p> <p>Houses – Responsible for frames, not glazing. As windows are PVC, cannot decorate so Riverside would chemically clean frames with cyclical decorations. Question – Is painting the windowsills part of cyclical decorations? Yes, Windows peeling on property (address noted)</p> <p>Question from resident – Concrete sill on house cracked with ants – Bilal confirmed this is for the leaseholder to repair.</p> <p>Insurance raised as a topic of concern. Residents said that they can only have Riverside Building insurance but that the cover is limited. Insurance is stipulated by the lease so cannot be changed.</p> <p>Residents would find it helpful for insurance team rep to attend.</p> <p>Clarification of repair categories. Listed on slide number 11.</p> <p>How to report repairs listed – can be done by phone, app or via online link which is shown on slide number 12.</p> <p>Question from resident – Can planned works specification be shared with residents? WE can't</p>	<p>Chloe to be notified of peeling paint to action.</p> <p>Insurance policy to be added to Hulme site for ease of access for all residents.</p> <p>Member of insurance team to attend next meeting.</p> <p>Bilal to look into the information that can be</p>
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	share the full document, but we should be able to share the scope of works.	shared with residents about works.
4. Anti-Social Behaviour – Residents	Meeting passed over to residents (their addition to the agenda) to share their thoughts and experiences on this subject. Issue at Park Mews with children accessing buildings, causing nuisance. Claire advised in the first instance to always contact the police and take down a Crime Reference Number (CRN) The more reports the police receive the more their increased presence in the area can be justified. Claire also mentioned door is often left on the snib which is a security risk. Residents to be aware of this and make sure door is always closed properly.	
5. Short Term Lets/Air BnB – Residents	<p>Residents asked to share their thoughts and experiences on this subject. Contributions from several residents who are experiencing issues with short term lets/Air BnB. Residents are finding users of the short term lets are disrespectful and are contributing to issues around schemes, for example rubbish.</p> <p>Residents are worried that new fobs will be issued to Air BnB users making security risks bigger. Residents assured that with the new door entry system; fobs can be disabled remotely by Home Ownership Officers. Cost of fobs confirmed as £7.20 per fob with £12.00 postage fee but Home Ownership Officers are happy to posy these when on site if customers can wait till inspection days.</p> <p>Riverside confirmed all short term lets are prohibited by the lease.</p>	

	<p>Although this is difficult to manage, we do action all reports of short term lets. We cannot share details of specific investigations. All reports from residents will be investigated fully.</p> <p>Asked residents to make sure they log any ASB coming from Air BnB to the police so we can gather as much evidence as possible. For an FTT we need evidence that there has been a breach of lease. There are back logs of around 3-6 months at the minute. If you see a property advertised as a short term let, please screenshot and send evidence to the Home Ownership Officer.</p> <p>Confirmed that a keysafe on the front of the building is not evidence (could be for a carer for example so we need to investigate thoroughly to take the correct actions).</p>	<p>Residents asked to share any evidence they have. Also asked to call police if required.</p> <p>Home Ownership Officers to share email addresses with residents who need them to send this information over.</p>
6. Repair Statement – Andrea O’Brien	<p>Riverside looking for feedback from residents on how we would present a repair statement. Customers chose left hand side option showing a clear month to month breakdown. PowerPoint presentation to be shared with residents.</p> <p>Residents asked if dates raised and completed can be added. Confirmed that houses won’t be able to see this information.</p>	<p>Pass on feedback from residents of their choice of layout.</p> <p>Check if dates can be added to the statement as requested.</p>
7 Estate Service Contracts – Andrea O’Brien	<p>Cleaning contractors Atlas (formerly Hi-Spec) have terminated their contract with us and so our contracts team went to the second choice at the time of tender which is Pinnacle. The new contact will mobilise from 1st July; a letter has been sent out today with more information. This will mean an increase to cleaning costs to some schemes as previous</p>	

	<p>contractors priced too low (they didn't account for all blocks).</p> <p>Question from resident about location of Pinnacle Head Office – in Birmingham.</p> <p>After the issues with Hi-Spec/Atlas, confirmed we would not work with these again. Customers will see credits for missed cleans in their end of year accounts.</p> <p>We are hoping to see a significant improvement in the next few months.</p>	
8. Experience of Purchase of Freehold – Residents	<p>Resident shares her experience of purchasing the Freehold for her property. Advised that she went to the Leasehold Advisory Service website which is a government service.</p> <p>Residents would buy lease from the council then from Riverside.</p> <p>Advised residents that if they have access to a shared space like a car park then they would still need to pay a contribution towards it's upkeep even after purchasing the freehold.</p>	
AOB – All	<p>Issue from resident about fobs not being sent out quickly enough in an emergency.</p> <p>Abigail confirmed that since this, keysafe's have been added to schemes some schemes in Hulme with an emergency fob inside. Residents can call the contact centre for access and fob can be used instantly in an emergency.</p> <p>Community engagement representative from Manchester</p>	

	Metropolitan Tom to share his contact details to stay in touch.	
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