

GLAMIS RESIDENTS' ASSOCIATION

MINUTES / MEETING SUMMARY

Wednesday 9 September 2026 | Glamis Hall | 6.45pm

In attendance – EastEnd Homes (EEH): Sylvia Farah (Head of Housing and Communities); Fatima (Housing Officer for Glamis); Oni Anyanwu (Senior Home Ownership Officer, legal referrals and enforcement); Stephen Dixon (new tenancy support service). Other EEH officers also attended.

Meeting note: The meeting was recorded to assist preparation of accurate minutes. This document is a concise summary of the substantive discussion, decisions and follow-up actions rather than a verbatim transcript.

Meeting Summary

Heating replacement and winter arrangements

EEH confirmed that Cadent is expected to begin mobilisation and survey work around 21 September as part of the proposed move away from the existing communal heating system. The programme is expected to include both infrastructure work and proposed individual boilers. A precise overall timetable was not available and EEH agreed to obtain further information from Asset Management. EEH is also obtaining further legal advice regarding proposed lease variations and the possible costs to leaseholders.

Residents raised significant concerns about the reliability of the existing heating system over the coming winter, particularly for elderly and vulnerable residents. EEH confirmed that its vulnerable-resident information is being updated and that additional support requirements are being considered. Fatima and Stephen are expected to undertake direct resident contact and visits, with particular attention to Elphro and residents already identified as vulnerable.

Industrial action and service delivery

EEH confirmed that industrial action remains ongoing. Services are being prioritised according to urgency, but no date could be given for the end of the action. Residents stressed that communication difficulties, unanswered calls and delays continue to be a major source of frustration.

Roslin House and outstanding repairs

Residents raised continuing concerns about window cleaning, broken communal glazing, a defective rear-door closer/fire-exit issue and access to heating pipework through a privately held garage. EEH agreed that the garage-access matter required follow-up with the relevant technical and legal officers and acknowledged that formal access action, including an injunction if necessary, may need to be considered.

Redcastle Close, Tarbert Walk and estate condition

Residents raised the poor condition of roads and access routes around Redcastle Close, including difficulties for mobility-scooter users, and outstanding flood-related repairs at Tarbert Walk. The historic Redcastle Close tree issue remains unresolved and is being pursued separately; EEH indicated that legal advice may be required on that matter.

Estate improvements and consultation

Proposed estate-improvement projects, including benches and possible CCTV, remain under consideration. EEH advised that proposals across the relevant estates would be reviewed internally before residents are consulted. GRA will publicise consultation details through the website when received.

Telephone service and communication

Residents again raised serious concerns about the customer contact system and the lack of timely responses. It was agreed that better written progress updates are needed between meetings so residents can see what has been completed, what remains outstanding and what stage each matter has reached.

Parking arrangements

Residents raised concerns about the new PCM parking arrangements, including registration difficulties, visitor parking, incomplete correspondence and access issues affecting some freeholders and garage users. EEH agreed that further communication would be issued and that Customer Services would respond to questions arising from the new arrangements.

GRA accounts

The GRA annual accounts were presented. Hall hire generated approximately £11,000 during the year. The Association recorded an overall deficit of approximately £3,000, substantially reflecting the £4,000 contribution made to the Adventure Playground, while remaining solvent with funds still held in the bank. The current year and the previous two years had been independently examined. It was clarified that this was an independent examination, not a statutory audit.

Historic bingo-income matter

The historic bingo-income issue was discussed openly. It was explained that £50 cash payments had been left separately from the regular hall-hire payments and that this arrangement had not been known to the Treasurer. Following discovery of the matter in 2024, £3,000 was repaid to the GRA.

There was extensive discussion about the original handling of the matter and subsequent access to the hall. The practical conclusion reached was that the hall locks should now be changed. It was noted that other historic keyholders may also still possess keys, making replacement of the locks preferable to attempting to recover individual keys.

2025 to 2026 Accounts

These were discussed and debated and agreed

Action Points

Action	Responsibility
Obtain a clearer timetable for Cadent survey work and the wider heating programme.	EEH / Asset Management
Confirm what appointment flexibility is available for residents who work during normal hours.	EEH
Provide further information once the legal position on lease variations and associated costs has been confirmed.	EEH
Update the vulnerable-resident list and undertake proactive visits/contact, particularly at Elphro.	EEH – Fatima / Stephen and relevant teams
Put appropriate support arrangements in place for vulnerable residents ahead of winter and possible heating failures.	EEH
Follow up Roslin House glazing/window-cleaning and communal-door issues.	EEH / Fatima / Repairs
Progress the garage-access / pipework case and determine whether formal access action is required.	EEH / Technical & Legal
Continue follow-up on Tarbert Walk flood repairs, Redcastle Close road condition and the outstanding tree matter.	EEH / GRA
Issue further information on the new parking arrangements and respond to residents' outstanding questions.	EEH / PCM / Customer Services
Publicise forthcoming estate-improvement consultation details when received.	GRA
Send the meeting minutes/action list to EEH and request a written progress update before the next meeting.	GRA / EEH
Change the locks to Glamis Hall and review/control future key access.	GRA Committee