



Moorland Resident
Association

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MOORLANDS NEWSLETTER



BBQ



**BRING A
DISH**



COMMUNITY

BARBEQUE & AGM

10 NOVEMBER, 1-9PM

MOORLANDS COMMUNITY CENTRE

**MUSIC &
DANCING**

RAFFLES



50A CORRY DRIVE

**COME ALONG, MEET YOUR
NEIGHBOURS & COMMUNITY**



**The Annual General Meeting (AGM) will take place
at 1pm on Saturday 10 November**

The Agenda will be short.

- (1) Annual report: A brief update the six core issues (see overleaf)**
- (2) Elect Chair, Treasurer and Secretary: A proposal will be put forward to residents to agree that the current team of volunteers continue the work that has been started**
- (3) Receive a statement of accounts and appoint an independent auditor: No accounts as the MRA received no funding during the first year**
- (4) Elect Committee Members. Join us if you feel you have skills that will help strengthen the team. You can talk to us at the BBQ to find out more.**
- (5) Any Other Business: Update on Action Log and how residents can participate**

COME ALONG & HAVE YOUR SAY...

CHANGE CANNOT HAPPEN WITHOUT THE COMMUNITY'S HELP...

THE MEMBERS OF MRA HAVE BEEN WORKING ON BEHALF OF THE RESIDENTS OF MOORLANDS ESTATE TO MAKE METROPOLITAN HOUSING TRUST (MHT) AWARE OF THE ISSUES RAISED BY THE RESIDENTS

REPAIRS	
<ul style="list-style-type: none">• Emergency or routine repairs are not completed within specified time frames expected.• Repairs not done: jobs signed off & no proper visits made not recorded,• Long term repairs outstanding.	<ul style="list-style-type: none">• Residents complaining of repairs not being done in a timely manner.• Residents would like to meet the repairs manager.

Figure 1: Example of Action Log

ACTION LOG

At the AGM, the full Log will be produced for residents to see. We will be asking for comments and additional information to be added to it.

PEST CONTROL

It was brought MHT's attention that residents are still having issues with pests.

As with issues regarding repairs, this will be monitored via the new MHT system.

The MRA will continue to monitor of what is working and what isn't based on feedback from residents

COMMUNITY CENTRE

The previous booking form did not advise about the parking restrictions for visitors hiring the premises.

The MRA were assured that a revised booking form was to be issued. We know that this is the case as MRA members have had to book the centre personally.

COMMUNICATION

MHT and the MRA are committed to strengthening communication in all areas. MHT's CEO, Geeta Nanda, has been made aware of the issues and the continued improvements being made.

HEALTH AND WELLBEING

The MRA had requested policy and procedures to ensure there is compliance by MHT in this area regarding any vulnerable children and adults on the Moorlands Estate.

On Monday 3 September 2018, the MRA met Helen Hayes MP, along with senior Executives from Metropolitan (MHT).

An Action Log had been set up, following the first meeting in May, to record actions that relate to the core issues that the MRA felt needed to be sorted by MHT. On this occasion, time was spent going through each item on the log and the plan has been updated based on what MRA reported was actually taking place.

The MRA will be meeting with MHT senior and management representatives on a regular basis to go through the Log so that joint agreement is reached before any actions are closed.

The next meeting between the MRA, Helen Hayes and MHT's senior Executives will be in January 2019.

REPAIRS

MHT confirmed the repairs system had been reviewed and old repairs may have been deleted or closed out without being completed. A new bespoke repair system is being piloted. MHT report it is working well.

Coming to the AGM and BBQ will give you an opportunity to tell us if what we have brought to MHT's attention has been actioned.

PARKING

The MRA have been advised that MHT have reviewed the current permit arrangement with Park Direct and residents will now be able to purchase an annual permit subject to them providing the required documentation. Households should contact Park Direct who will be happy to help.

The increase in the number of vehicles will of course have an impact on the availability of parking, especially in areas of high demand such as Corry Drive, but parking remains on a first come first served basis.

Park Direct will of course continue to enforce as normal, so it is important that resident and visitor parking is restricted to designated parking bays only to avoid a fixed penalty notice being issued.

Residents or visitors who are unable to find an available space must park on the roads surrounding the estate as MHT will not be in a position to deal with any complaints as a result of a lack of available parking or those related to the issuing of a fixed penalty notice.

CCTV

All CCTVs on all estates, managed by MHT, are being reviewed about the maintenance contracts that they have in place.

WE NEED YOU TO HELP US KEEP THE ACTION LOG UP-TO-DATE SO THAT PROBLEMS DON'T STAY HIDDEN...