

Notes from Residents' Forum on 10th October 2019

This meeting is an annual opportunity for residents and leaseholders to have their say in the management of the Arena. Everyone is encouraged to provide their feedback on all aspects of the Arena, and suggest ideas for how things can be improved.

1. Feedback on last years actions

- Access Security - The lower car park gate is due to be replaced, and we will investigate the idea of incorporating a pedestrian gate into the new one. This is to avoid opening the large gates more than necessary. New fobs will be considered when the whole intercom system is due for renewal. Residents are reminded to question all pedestrians trying to gain access.
- Intercom system – we reviewed replacement, and it is not yet ready and would be cost prohibitive. We will review again in a couple of years. Individual units in apartments may need replacing, which is the responsibility of the relevant leaseholder.
- Electric charging – Chargemaster has investigated our situation, and the costs of infrastructure are currently prohibitive, requiring a sub-station. ARAL and FHP will keep close to the technology as it develops and will take action when a suitable solution emerges.
- Parcel delivery – this now seems to work better, through advising delivery companies when parcels have been dumped.
- Window cleaning parts missed – the window cleaners have been advised of areas missed, including out of reach.

2. Points Arising

- Carl, the concierge and Joan, the cleaner are much appreciated.
- ASB from Arena area – skateboarding has lessened since studs introduced, but is still a problem at times. There is congregation of people and noise, particularly causing problems in early hours of the morning.
- There have been loud parties and some distressed loud shouting noises emanating during the day.
- Concerns about non resident people coming and going inside the Arena.
- The Law College has opened but few students so far. It is anticipated that there will be a high percentage of mature students, and little activity at night time.
- Concern about the Castle restoration, and whether there will be an increase in visitors and events in the evening.
- Fire Safety – a number of improvements have been made to reduce likelihood of fires spreading within the Arena – thorough checks of all fire doors annually, fire stopping in the risers carrying utility cables. Thorough fire checks over and above standard Fire Assessment will be conducted every year.
- Plumbing inspections will be extended to include balcony safety inspections and front door closure checks. Some people did not receive any notification of the inspection conducted this year.
- Signage – this is now planned for early 2020.
- It appears some apartments (Green block) can have new smart meters and some cannot.
- It appears that sale prices are low for Arena and rental is buoyant. It is difficult to compare with other apartment developments, since the Arena has a very wide range from studio to 3 bedroom duplex penthouse. Even within a 2 bedroom apartment, there will be a wide range of sizes and values.
- Concern that car park discs have name of development and apartment number contained within code, so that cars could be traced to homes.

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- There are technology developments to consider for the intercom/ access system e.g. there are wireless ones available now. This offers new opportunities when this is due for renewal.
- Concern that some fire alarms are not audible e.g. in Adams block
- There was concern that FHP have made mistakes and sometimes been slow to address urgent issues, e.g. plumbing checks and works conducted.

3. Actions

- Approach has been made to the police to include the Arena on their regular beat at night time. Pursue getting this help from the police.
- Check with council on likely activity when the Castle reopens.
- Check and clarify which apartments can have smart meters and which cannot.
- Investigate putting a small pedestrian gate by the lower car park gate, to avoid the gates been opened longer than necessary. Consider fobs which can close gates as well as open them.
- Review car parking discs – taking off identifiable information e.g. Arena Apartments
- Review sound levels of fire alarms to see whether they meet requirements.
- Review with FHP how to improve their speed and responsiveness, particularly to urgent matters.

Overall

A helpful positive meeting giving the opportunity to clarify some matters and take on board new ideas and issues. This will help inform the development plan for 2020. This Residents' Forum will take place again in October 2020.