

Resident's Forum Meeting October 2023 - Notes

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. Good things

- Stuart has been great – very helpful, answering questions, giving out welcome pack, very keen and conscientious
- Stuart and Joan work well together – supporting each other as a team
- Feels secure, no worries – security is important
- Feel lucky to live where we do, feeling of everything being fair, no excessive charges
- New signage very good/ great job – explained how in past false alarms have been due to visitors getting lost and stuck – noted not false alarms recently
- Anybody who is vulnerable can be identified and included in the fire safety pack
- Encore finance team is much better – was pleased to get previous years balance incorporated into service charges.
- Guest suite payments on sum up are working well

2. Ideas / things to fix

- Arena area - Skateboarders still happening a bit, but not like it was.
- Refer to Rob Spencer of FHP re maintenance of Arena area – bins not getting emptied and slabs are very slippery.
- Idea to have another photography competition and have more pictures on the walls.
- Encore emails – concern about emails where you have to click on file, going into account and put in password before you can see notice – found to be very frustrating. Need to be able to see notice in email, so you know what it is about.
- Look at communication from Encore – incorporating emails, noticeboards, welcome pack
- Fire Safety new requirements – to check front doors annually and all communal doors quarterly.
- Concern about fire risk of electric bike charging – lithium batteries. Look to accommodate all electric bikes in bike sheds. Look at testing of appliances.
- Advise non-members of the freehold when their ground rent will be going up.
- Guest suite promotion – arrange for all residents to see them, potentially via Stuart

1. Overall

A helpful meeting and good to get feedback and ideas. There were no major problems identified. This will help inform the development plan for 2024.

We plan to have the Residents' Forum again this time next year.