

St Georges Court Resident Panel Meeting - 24th March 2026

Attendees

- Margaret Monahan – Resident
- Diane Smith – Resident
- Ray Osmond – Resident
- Wendy Jones – Resident
- Paula Robins – Resident
- Andrea Reed - Resident
- Sarah O'Connor – Project Manager
- Andrew Bateson – Consultant for Tai Calon
- Laura Street – Lead Tenant Liaison Officer

Overview

The meeting focused on updates and discussions regarding estate improvements, including the installation of new windows, notice boards, and general maintenance tasks. Attendees reviewed progress on ongoing projects, addressed delays, and discussed plans for future works. Specific issues raised included communication about appointments, safety concerns, and the prioritisation of tasks for the next financial year.

Notice Board Placement

The meeting included a discussion about the placement of notice boards. It was noted that while pricing for the notice boards had been obtained, the exact locations for installation had not yet been finalised. Due to unfavourable weather conditions, it was decided that a walk-around to determine the best locations would be postponed to the next meeting when the weather is expected to improve. This approach was agreed upon by attendees.

Window Installation Progress

An update was provided on the progress of window installations. The contractor, Solar Windows, has completed one flat and conducted 23 surveys. However, there have been delays due to technical challenges, including the need to redo brickwork for some properties before measurements can be finalised. Five flats were identified as requiring additional brickwork. It was confirmed that residents of the affected flats had been notified.

Solar Windows has purchased materials for the project, but there is an ongoing dispute regarding the cost of these materials, which the organisation believes is higher than justified. A meeting with Solar Windows is scheduled to address this issue. Additionally, a main contractor, Torfaen Maintenance Service (TMS), has been appointed to handle the brickwork and other related tasks, such as plastering and decorating. TMS will work alongside Solar Windows to ensure the project progresses.

It was noted that the installation process for each flat, including plastering and decorating, takes approximately two days. The team has learned from initial challenges encountered during the first installation, which should help streamline future work. Plans are in place to continue with ground floor windows in the next financial year, starting in April.

Estate Improvements

The meeting also addressed ongoing and planned estate improvements. Updates were provided on painting work, with some blocks already completed and others in progress. External blocks requiring paint removal and repainting will be delayed until dry weather conditions allow for proper execution. Concerns were raised about the order of work, with some residents questioning why certain blocks appeared to have been skipped. It was clarified that no blocks had been missed, but work was being carried out in stages based on weather and logistical considerations.

Safety measures on steps were discussed, including the installation of safety nosings to prevent slips. While these measures were necessary to address safety concerns, some attendees expressed dissatisfaction with their appearance and the lack of preparatory work, such as sanding and painting the steps beforehand. It was agreed that a walk-around would be conducted after the meeting to assess the situation and explore potential improvements.

Other estate improvements included cleaning and jet washing areas, particularly around sheds with uPVC and roofing, which have significantly improved their appearance. Plans to extend similar cleaning efforts to other areas were discussed, though it was noted that this would require additional resources, such as a cherry picker, for higher sections.

A resident raised an issue regarding food waste being thrown from a flat above theirs, causing damage to windows and the surrounding area. It was agreed that the new housing officer, Natalie, would be informed to address the matter.

Future plans for estate improvements were also mentioned, with a budget allocated for external works in the next financial year. The team is considering which block to prioritise for more extensive work, taking into account factors such as the number of leaseholders and logistical challenges. Further discussions on this topic are planned for the next meeting.

Resident Concerns

Residents raised several concerns during the meeting. Margaret highlighted an ongoing issue with a resident in a flat above hers who has been throwing food, including greasy and oily items, out of their window. This has caused significant damage, including black patches on Margaret's windows and damage to the grass outside her flat. Margaret mentioned that she had previously reported this issue to Rachel and Mike, and while the behaviour temporarily stopped, it has since resumed. The group agreed that Natalie, the new housing officer, would be informed to address the matter.

Another concern was raised regarding the installation of new fans in flats. One resident noted that they were not informed in advance about the installation, which caused inconvenience. They only became aware of the work through a neighbour. It was acknowledged that this lack of communication was an oversight, and an apology was offered. It was agreed that steps would be taken to ensure better communication in the future.

There was also a discussion about the safety nosing installed on the steps. Some residents expressed dissatisfaction with the appearance and functionality of the material, describing it as unsightly and difficult to clean. One resident mentioned that the material caused their footwear to stick to the steps. Concerns were also raised about the chipped and unpainted state of the steps, which residents felt made the area look scruffy. It was agreed that Sarah and another attendee would conduct a walkaround after the meeting to assess the situation and explore potential improvements.

Future Planning and Budget Allocation

The meeting included discussions about future projects and budget considerations. It was confirmed that the budget for the next financial year, starting in April, has been set. Plans include completing the ground floor window installations and beginning work on one block at a time for the larger project. The decision to focus on one block at a time was made to simplify the process, manage cash flow effectively, and make it easier to find contractors.

The group discussed the ongoing window replacement project. It was noted that Solar Windows is the contractor for the windows, while TMS has been appointed as the main contractor to handle preparatory work, including brickwork and plastering. There have been delays due to technical issues, such as the need to redo brickwork for some flats before measurements can be taken. A meeting with Solar Windows is scheduled to resolve contract-related concerns and finalise plans. It was confirmed that the window installation process for each flat takes approximately two days, with additional time required for plastering and decorating.

The group also discussed external improvements, including painting and cleaning. Some blocks have already been painted, while others are awaiting better weather conditions for external work. Residents noted that the completed work, such as jet washing and painting, has significantly improved the appearance of certain areas. Plans for further external improvements, including work on top-floor sheds, were also mentioned.

The meeting concluded with plans to discuss the location of notice boards, updates on external improvements, and the selection of the first block for the larger project at the next meeting. The next meeting is scheduled for **26 May**, with updates to be communicated via letter and the website.

Actions:

Andrew:

- To provide an update on the progress of the window installations, including the flats requiring brickwork adjustments, at the next meeting.
- To ensure the numbers of the flats requiring brickwork adjustments are included in the meeting notes.
- To review the condition of the steps and explore options for improving their appearance and safety during a walkaround after the meeting.
- To discuss and finalise the location of notice boards during the next meeting, potentially after a walkaround if the weather permits.

Sarah:

- To provide an update on general estate improvements, including decoration and external works, at the next meeting.
- To conduct a walkaround with Andrew to assess the condition of the steps and identify potential improvements.

Natalie:

- To investigate and address the issue of food being thrown from a flat, as raised by Margaret.

Laura Street – Lead Tenant Liaison Officer:

- To ensure the next meeting date (**26 May**) is confirmed and communicated to attendees via letter and the website.
- To include photographs of completed external improvements (before and after) in the next meeting or on the website.

Solar Windows:

- To attend a meeting with Andrew and other stakeholders to resolve the contract and material cost issues.
- To proceed with window installations once the brickwork adjustments are completed by TMS.

TMS (Torfaen Maintenance Service):

- To complete the necessary brickwork adjustments for the identified flats before window installations can proceed.
- To carry out plastering, decoration, and other making-good works following the window installations.

General:

- To determine which block will be prioritised for the next phase of works, considering factors such as leaseholder presence, during the next meeting.
- To ensure all residents are informed in advance of any works being carried out in their flats, including fan installations, to avoid miscommunication.