

St George's Court Estate Improvement and Refurbishment Update Meeting

Resident Steering Group Meeting Notes

Date: 22/09/26

Attendees

Residents

- Andrea Weed
- Linda Pascoe
- Mark Hatherall
- Joe Escott
- Paula Robins

Tai Calon

- Huw Simmonds, Contract Delivery Officer
- Laura Street, Lead Tenant Liaison Officer
- Scott Williams, Tenant Liaison Officer

Consultant

- Andrew Bateson

Meeting Overview

The meeting provided an update on estate improvement works, window replacements, estate safety improvements and plans for the wider refurbishment programme. Residents also raised concerns about communication, energy efficiency, estate management and the affordability of future living costs. [\[St-Georges...nt-Updates | Word\]](#)

Andrew confirmed that a review of options for the main refurbishment project is currently underway, with a decision expected following consideration by Tai Calon's Executive Team in October. [\[St-Georges...nt-Updates | Word\]](#)

1. Progress on Previous Actions

Window Installation Issues

Following concerns raised by residents at the previous meeting, Tai Calon met with Solar Windows to discuss:

- Quality of workmanship
- Outstanding works
- Communication and behaviour of operatives in residents' homes

Solar Windows have been instructed to ensure all gaps and exposed areas around windows are properly sealed and weatherproofed. Concerns regarding inappropriate language used by operatives were raised directly with the Managing Director. [\[St-Georges...nt-Updates | Word\]](#)

Stairwell Safety Improvements

Andrew confirmed:

- Costs for anti-climb safety netting have been agreed.
- Additional metalwork was required because some balustrades were too low.
- The required components have now been manufactured and powder coated.
- Installation is expected to begin shortly. [\[St-Georges...nt-Updates | Word\]](#)

Contractor Procurement

Residents will still have an opportunity to help shape questions for prospective contractors as part of the procurement process. However, the project has not yet reached this stage. [\[St-Georges...nt-Updates | Word\]](#)

Electrical Capacity

An update is still awaited from Corgi Technical Services regarding electrical capacity works. Gareth is currently on leave and no further information has been received. [\[St-Georges...nt-Updates | Word\]](#)

Water Main Leak

The water main leak near Flat 108 remains an active issue.

Huw confirmed that a contractor has been appointed and Tai Calon is awaiting confirmation of a start date. [\[St-Georges...nt-Updates | Word\]](#)

Grounds Maintenance

Residents confirmed that previously reported overgrown hedges and trees have now been cut back and access routes have improved. [\[St-Georges...nt-Updates | Word\]](#)

2. Estate Communication and Noticeboards

Andrew confirmed that three new resident noticeboards have been purchased.

Residents suggested locating the noticeboards in areas regularly used by the community, including:

- Near the flowerbeds by Linda's block
- The seating area near the lower flats
- Near the church seating area

The final locations will be agreed with residents. [\[St-Georges...nt-Updates | Word\]](#)

Improving Communication

Residents felt more information should be shared directly with tenants, particularly:

- Support available during the cost-of-living crisis
- Energy advice and assistance
- Project updates

Several residents commented that relying solely on website information excludes many people. Suggestions included newsletters, noticeboard updates and other face-to-face communication opportunities. [\[St-Georges...nt-Updates | Word\]](#)

Tai Calon agreed to consider additional ways of sharing information more widely across the estate. [\[St-Georges...nt-Updates | Word\]](#)

3. Window Replacement Programme

Andrew advised that the current window replacement programme is nearing completion. However, work remains outstanding in a small number of properties where access difficulties have prevented installation. [\[St-Georges...nt-Updates | Word\]](#)

Resident Concern - Flat 128

Linda explained that her property had not progressed beyond the survey stage and she had not received any further updates.

Following discussion, it was confirmed that:

- The property layout means scaffolding would be required.
- Properties requiring scaffolding were excluded from the current phase because of additional costs.
- Andrew will investigate further and provide clarification. [\[St-Georges...nt-Updates | Word\]](#)

Feedback on Delivery of the Programme

Residents generally praised the contractors carrying out the work but raised concerns about:

- Poor communication
- Missed appointments
- Lack of information about next steps

One resident also highlighted additional costs incurred because previously fitted blinds and curtain poles no longer fit the new window openings. Andrew agreed this should be considered as part of future planning and lessons learned. [\[St-Georges...nt-Updates | Word\]](#)

4. Main Refurbishment Project Update

Andrew provided an update on the wider St George's Court refurbishment project.

Scheme Options Under Review

Two options are currently being considered:

Option 1 - Full Scheme

- Estimated cost: approximately £27 million

Option 2 - Reduced Scheme

- Estimated cost: approximately £14 million

The reduced option would still include essential works such as:

- Roof replacements
- Window replacements

However, some measures may be removed, including:

- External wall insulation
- Solar panels

- Battery storage systems

These options will be considered by Tai Calon's Executive Team in October. [\[St-Georges...nt-Updates | Word\]](#)

Funding Challenges

Andrew explained that securing funding for a project of this size remains challenging because Welsh Government energy-efficiency funding is awarded annually rather than through long-term funding programmes. [\[St-Georges...nt-Updates | Word\]](#)

Resident Concerns

Residents expressed concerns about:

- The future affordability of heating homes.
- Delays to improvement works.
- Thermal efficiency of the buildings.
- Whether St George's Court will receive the same level of investment as other estates.

Andrew confirmed that Tai Calon remains committed to bringing homes up to the Welsh Housing Quality Standard and improving conditions across the estate. [\[St-Georges...nt-Updates | Word\]](#)

5. Cost of Living and Rent Proposal

Joe raised concerns about:

- Rising energy prices.
- The impact on residents over the winter period.
- The ongoing delays to major improvement works.

As a result, Joe proposed a temporary rent increase moratorium for St George's Court. [\[St-Georges...nt-Updates | Word\]](#)

Andrew confirmed that:

- The proposal cannot be decided by the Steering Group.
 - A formal written proposal should be submitted.
 - The proposal will be forwarded to the appropriate senior decision-makers.
 - A formal response will be provided by Tai Calon. [\[St-Georges...nt-Updates | Word\]](#)
-

6. Housing Management and Community Safety

Residents raised concerns about opportunities to report neighbourhood issues and speak directly with Tai Calon staff.

Paula also reported a serious incident involving threatening behaviour from an individual outside her block. The police were contacted during the incident. [\[St-Georges...nt-Updates | Word\]](#)

Laura confirmed the matter would be shared with the area's Housing Officer for review. [\[St-Georges...nt-Updates | Word\]](#)

Any Other Business

Public Art / Mural Project

Residents requested an update regarding a previously discussed mural project.

Andrew advised that he was not directly involved in that project and was unable to provide an update. The matter remains outstanding. [\[St-Georges...nt-Updates | Word\]](#)

Agreed Actions

Andrew

- Ensure Mark Hatherall's name is correctly recorded in future meeting documentation.
- Agree final locations for the three new noticeboards with residents.
- Follow up Linda's concerns regarding the window replacement programme at Flat 128.
- Provide Joe with contact details for submission of his written proposal.
- Forward Joe's rent moratorium proposal to the appropriate decision-makers.
- Explore concerns regarding replacement blinds and curtain poles following window installations.
- Arrange installation of the new noticeboards.
- Circulate meeting notes. [\[St-Georges...nt-Updates | Word\]](#)

Huw

- Progress repairs to the leaking water main near Flat 108 and obtain a start date from the contractor. [\[St-Georges...nt-Updates | Word\]](#)

Joe

- Submit suggestions on improving resident communications.
- Submit the formal written proposal regarding a temporary rent increase moratorium. [[St-Georges...nt-Updates](#) | [Word](#)]

Laura

- Ensure the Housing Officer is made aware of the community safety concerns raised during the meeting. [[St-Georges...nt-Updates](#) | [Word](#)]

Tai Calon Communications Team

- Review additional ways to provide residents with information and support beyond digital channels alone. [[St-Georges...nt-Updates](#) | [Word](#)]

Date of Next Meeting

24 November 2026

An update on the preferred refurbishment option and next steps for the project is expected to be available at the next meeting. [[St-Georges...nt-Updates](#) | [Word](#)]

Communications Recommendation

As a communications professional, I'd suggest issuing these as***Resident Update Notes*** rather than formal minutes. The audience is primarily residents, so a shorter "What we've done, What we've heard, What's happening next" format would likely be much easier to read and far more engaging than traditional committee-style minutes.