



## LERF MINUTES – 12 June 2025

Attendees: Mariee Wymer (Acting Chair), Jan Power (LERF member), Stacey Coleburt (LERF member), Liz Jenkins (LERF member), Teresa Baker (LERF member), Mercy Zvenyika (LERF member), Vanessa Ropke (LERF member), Sharon Jordan (LERF member), Tracie Harvey (LERF member), Rachel Tintott (LERF member), Delia Shepherd (FSTC), Zulf Awan (Community Engagement Manager, MKCC), Rahul Mundry (Development Manager, MKCC), Samantha Key (Resident Liaison Officer, GRAHAM), Kevin Farrell (Tpas), Annie Naisbett (MKCC), Nicola Stribling (MKCC)

Apologies: None

<b>1. Welcome &amp; introductions</b>	<b>Action</b>
<p>Mariee opened the meeting and welcomed everyone.</p>	
<p><b>2. Minutes</b></p> <p>Minutes of 1 May 2025 agreed as a true record.</p>	
<p><b>3. Matters Arising</b></p> <p>Page 5, item 8 – Mariee to contact Christopher Boyo regarding the estate parking walkabout.</p> <p>Page 5, item 8 – Annie clarified that MKCC’s consultation exercise on caretaking and cleaning services is for the whole of the city, not just the new build sites on the Lakes Estate. Letters and survey forms are being sent to all tenants who pay service charges. Four drop-ins will be held across the city, including one on the Lakes. Completed.</p>	<b>MW</b>
<p><b>4. Draft Landlord Offer for Secure Tenants of Serpentine Court – Annie Naisbett (MKCC)</b></p> <p>Annie introduced the draft document and apologised for the length of time it has taken MKCC to produce it.</p> <p>It was pointed out that only one resident present was a Secure tenant of Serpentine Court. Annie confirmed her intention to run a workshop for the remaining Secure tenants and those former Secure tenants with the Right to Return, who intend to move to one of the new build properties.</p> <p>Kevin and Mercy offered to assist Annie and Nicola Stribling with the workshop.</p>	<b>AN</b>



	<b>Action</b>
<p>The Lakes Estate Local Letting Policy is now available on the MKCC website.</p> <p>Annie confirmed that Debbie Nolan has been appointed as the new Housing Officer covering Serpentine Court. MKCC intends to boost the profile of its Housing Officers. A postcard with information about each of them will be sent to tenants and estate walkabouts will be organised. Annie agreed to investigate posting Housing Officers contact details on the MKCC website.</p> <p>The question was asked about whether the Housing Officer’s role covers neighbourhood management issues such as anti-social behaviour and fly-tipping. Annie confirmed that the role is a mixture of tenancy and neighbourhood management.</p> <p>The question was asked how MKCC informs to tenants and residents about the Housing Officer’s role. Annie explained that there is a wider plan to put leaflets in community centres, social media posts etc. regarding neighbourhood walkabouts. Phase 1 of the campaign is directed at tenants and Phase 2 will be aimed at residents.</p> <p>Mariee invited Debbie Nolan to the next LERF meeting to introduce herself and to talk about her role. Annie agreed make the arrangements.</p> <p style="text-align: center;"><b>5. Construction Progress Update – Rahul Munday (MKCC)</b></p> <p><b>Current status:</b></p> <p>Good overall progress continues to be achieved across all sites, assisted by the good weather.</p> <p>GRAHAM Construction, has given indicative dates for the first handovers, as follows:</p> <ul style="list-style-type: none"> <li>• Burnmoor Close - 20th June 2025</li> <li>• A3 site A3 (Morar Close) - 4th July 2025</li> </ul> <p>(Please note that these dates may change, subject to progress on site.)</p> <p>Serpentine Court – demolition: A report is currently being put together to obtain approval from the planners for the demolition of Serpentine court, which is now less than 25% occupied. Compulsory Purchase notices have been served on the 4 remaining leaseholders. The plan that the council is working towards, is for the</p>	<p><b>AN</b></p>





	<b>Action</b>
<p>Rahul confirmed that MKCC has served Compulsory Purchase Orders on the 4 remaining resident leaseholders. He emphasised that MKCC wishes to come to amicable agreements with them and negotiations are ongoing.</p>	
<p><b>6. Resident Liaison Officer Report – Sam Key (Resident Liaison Officer, GRAHAM Construction)</b></p>	
<p><u>Stakeholder &amp; Community Engagement Monthly Project Summary Report – March/April 2025</u></p>	
<p>A resident reported a generator being left on out-of-hours by accident. This has happened 2 or 3 times in 2025. Samantha agreed to take the matter up with the relevant site manager.</p>	<p><b>SK</b></p>
<p>A resident thanked Samantha for arranging to have the pothole filled in Tarbert Close.</p>	
<p>A resident asked if the mirror on Windermere Close could be adjusted. Samantha agreed.</p>	<p><b>SK</b></p>
<p>A resident reported that bin collections are once again an issue on Wednesday mornings in Menteith Close and Bala Way. The vehicle is blocking the route and residents are unable get past it. Rahul agreed to raise the matter again with MKCC Waste and Recycling service.</p>	<p><b>RM</b></p>
<p>Sam reported took the meeting through the report and highlighted some points:</p>	
<p>13 telephone calls had been logged during the period of which 3 were complaints and the rest were enquiries.</p>	
<p>2,500 letters had been issued to residents in the period, and there had been 80 microsite hits.</p>	
<p>The key themes of enquiries were parking, site visits and apprenticeships. There were 3 complaints about site vehicle parking, dust and ginnel re-openings.</p>	
<p>Sam took the meeting through the Resident Liaison Officer Key Performance Indicators and the Community Engagement Plan progress and updates.</p>	
<p>GRAHAM had received compliments about organising site visits and a school visit.</p>	
<p>Under the Community Activity heading, the Sir Herbert Leon School work experience placements are due to start in July.</p>	



Regarding the ginnel re-openings, the gates are hung and left open until the digi-code mechanisms are fitted. GRAHAM accepts that there have been delays with fencing and tarmac.

### **7. Community Engagement Manager Update – Zulf Awan (MKCC)**

Zulf reported on the following items:

Susan reported a leak recently to Anglian Water on 18/5/25. AW have been visiting the site but have not yet fixed problem – it should be fixed in 2 weeks. This work is on the mains water supply and could cause some disruption to water supplies.

MKCC is in ongoing discussions with Thames Valley Police over Serpentine Court. They are fully aware of what MKCC is doing and are also aware of the changes to the building and potential issues stemming from the gradual closures.

The Fire Brigade are using the main staircase of the tower block for safety training throughout the day into early evening during summer. This will help with their training as well as surveillance of the block.

More areas will be shut down when we start to move residents into new homes. 98 to 216 Serpentine Court's lobby area has now been closed to the public as all the flats that need to use this access are now empty. Security measures have been installed and ongoing inspections arranged. Thames Valley Police are aware as are Buckingham Fire and Rescue. Hoardings are being co-ordinated and when the whole property is void further hoardings will be erected.

More communal spaces are to be closed for health and safety as well as crime prevention, this is rolling programme as there are more areas becoming vacant.

Workers from utility companies will be on site in Serpentine Court over the coming weeks this is to confirm the exact location of various access points including NPOWER which will be carrying out work in June/July.

The quarterly structural engineers visit was conducted in April. The works identified have also been completed. The next visit is scheduled for July.

Fly tipping can be reported to MKCC: <https://mycouncil.milton-keynes.gov.uk/MyServices>

### **Action**



The number of bins required by the remaining tenants of Serpentine Court has been recalculated with the extra bins being removed. The recycling bin on the precinct has been removed.

**Action**

**8. Any other business**

Delia announced that Fenny Stratford Town Council is carrying out a litter-picking trial with the contractor Suez. The Lakes Estate is one of the areas that is included in the trial. The Town Council has also been working with the local schools and the children have designed posters. Delia invited LERF members to let her know of anyone litter hotspots on the estate.

**9. Date of next meeting**

Thursday 4<sup>th</sup> September 6.30pm at Spotlight