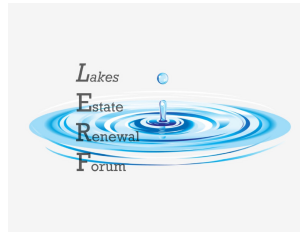


## LERF MINUTES - 4 September 2025

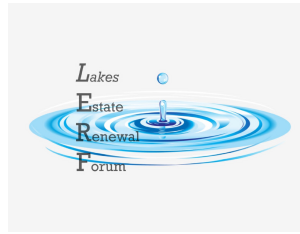
Attendees: Mariee Wymer (Acting Chair), Jan Power (LERF member), Stacey Coleburt (LERF member), Sue Evans (LERF member), Liz Williams (LERF member), Mercy Zvenyika (LERF member), Vanessa Ropke (LERF member), Jessie Gilsenan (LERF member), Lynn White (LERF member), Farriya Issaka (LERF member) Delia Shepherd (FSTC), Zulf Awan (Community Engagement Manager, MKCC), Rahul Mundry (Development Manager, MKCC), Samantha Key (Resident Liaison Officer, GRAHAM), Kevin Farrell (Tpas)

Apologies: None

<b>1. Welcome &amp; introductions</b>	<b>Action</b>
<p>Mariee opened the meeting and welcomed everyone.</p> <p><b>1. Minutes</b></p> <p>Minutes of 12 June 2025 agreed as a true record.</p> <p><b>2. Matters Arising</b></p> <p>Page 5, item 8 – Mariee to contact Christopher Boyo regarding the estate parking walkabout. Completed.</p> <p>Page 2, item 4 – Mariee invited Debbie Nolan to the next LERF meeting to introduce herself and to talk about her role. Annie Naisbett agreed make the arrangements.</p> <p>Page 3, item 5 – Rahul reported that the new lampposts near Water Hall school are in the correct location and the tree branches that were partially blocking them have been trimmed. Completed.</p> <p>Page3, item 5 – Rahul reported that MBNL had placed the mobile phone mast on the Serpentine Court tower block. It was MBNL, not MKCC, that had decided to remove it. Private companies erect masts to fulfil market demand. Many residents continue to experience low or no signal. Delia agreed to take the matter up through the Town Council.</p> <p>Page 4, item 6 – Samantha spoke with the site manager about a generator being left on. Completed.</p> <p>Page 4, item 6 – Sam had arranged for the mirror on Windermere Drive to be adjusted. Completed.</p>	<p></p> <p></p> <p></p> <p></p> <p><b>MW</b></p> <p></p> <p><b>DS</b></p> <p></p> <p></p>



	Action
<p><b>3. Construction Progress Update - Rahul Munday (MKCC)</b></p> <p><b>Current status:</b>            Good overall progress continued to be achieved across all sites during the summer. Despite some delays due to BT not completing cabling works on time, Burnmoor and A3 sites have now been completed and handed over during July and August.</p> <p>Upcoming / remaining handovers are expected to be as follows:</p> <ul style="list-style-type: none"> <li>• Drayton Rd - 13th October 25</li> <li>• Melfort Drive 19th December 25</li> <li>• Windermere Drive (A1) 24th March 26</li> </ul> <p>(Note: these dates may change, subject to progress on site)</p> <p>Work is also progressing well on Warren Park and on the construction of the play areas.</p> <p>The new entrance to Tummel Way is now open which should help with access.</p> <p>Pellings, Clerk of Work service, continue to send regular reports which include:</p> <ul style="list-style-type: none"> <li>o Regular inspections of the site</li> <li>o Check materials &amp; workmanship</li> <li>o Health and Safety Compliance</li> </ul> <p>Serpentine Court demolition: a planning application is due to be submitted shortly, for the demolition of Serpentine Court. The aim is to carry out the demolition during the summer of 2026, once the buildings are completely empty. CPO process is progressing in relation to the 2 remaining leaseholder properties. (NB. At the subsequent Project Team meeting, this number was updated to 3 remaining leaseholders. However, purchase terms have been agreed between MKCC and the 3<sup>rd</sup> leaseholder).</p> <p>Site A3 was vandalised with graffiti not long after handover, however this was removed quickly.</p> <p>The issue of courtyard landscaping maintenance was raised by Rahul with the Landscaping team and photos shared. They said they would check and address. Both 5-bed houses on Drayton Road and Burnmoor Close are now social rent (only one was previously).</p> <p>Kevin commented that the provisional date of 19<sup>th</sup> December for Melfort Drive was</p>	



not fair on the new tenants, being so close to Christmas, and should be re-scheduled. Rahul re-iterated that this was a provisional date which is subject to change. (Nb. At the subsequent Project Board meeting on 11 September, Will Rysdale, Head of Housing Delivery confirmed that MKCC would not take handover so close to Christmas.)

Rahul reported that he had spoken with Waste & Recycling about the timing of collections in Monteith Close and Bala Way. They explained that making alterations to schedules are difficult, but they would be prepared to consider making changes if the delays were excessive. There were other factors to consider: the school holidays have ended; the road is now closed, and the new one has been opened. Samantha added that she is meeting a manager from Waste & Recycling next week to discuss the handover of the Drayton Road site.

**4. Resident Liaison Officer Report – Sam Key (Resident Liaison Officer, GRAHAM Construction)**

Stakeholder & Community Engagement Monthly Project Summary Report – June/August 2025

Sam reported took the meeting through the report and highlighted some points:

31 telephone calls had been logged during the period of which 6 were complaints, 2 were compliments and the rest were enquiries. A full breakdown was provided.

7,694 letters had been issued to residents in the period, and there had been 1067 microsite hits.

The key themes of enquiries were parking, footpath closures and the ginnels. The complaints were about site vehicle parking, site noise and the new road opening.

Sam took the meeting through the Resident Liaison Officer Key Performance Indicators and the Community Engagement Plan progress and updates.

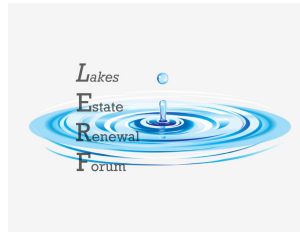
GRAHAM had received compliments about providing work experience and finding out information about grass cutting.

4 online courses have been delivered and 14 people attended.

Further open days are planned for October, and residents will need to apply by email.

The question was raised about road signage for Kielder and Garry Close. Rahul

**Action**



<p>confirmed that Highways do not intend to add any additional signage.</p> <p>Samantha reported that the lawns of the new homes have been seeded. A LERF member raised a concern about broken glass found in the garden of one of the new homes. GRAHAM were aware of the problem, and it was being dealt with. Kevin asked how new tenants were being informed about what to do if they find building debris under the soil. Samantha explained that there is information in the moving-in pack. Kevin took the view that GRAHAM should be pro-active in communicating the information to new tenants because this was unlikely to be an isolated problem. In Kevin's opinion, it should be part of the snagging process. Samantha agreed to raise the matter, internally. (Nb. The matter was raised by Mariee at the Project Board on 11 September and Will Rysdale agreed with Kevin and said he would be discussing the matter with GRAHAM).</p> <p><b>5. Community Engagement Manager Update – Zulf Awan (MKCC)</b></p> <p>Susan Haslam, Building Surveyor, MKCC, has reported a leak to Anglian Water (AW) three months ago. Anglia Water has been visiting the site but have not yet fixed problem. Susan is getting regular emails from AW about progress. The repair will be on the mains water supply so there could be some disruption. AW were on site today.</p> <p>The Fire Brigade are using sections of the Serpentine Court buildings for safety training throughout the day into early evening for the remainder of the year. This will help with their training as well as surveillance. MKCC has received good feedback as they have been using the space and layout to train new recruits.</p> <p>Workers from utility companies will be on site over the coming weeks this is to make sections of the building safe. National Grid will be changing connection points throughout the remainder of the year. NPOWER will be on site mid-October to terminate gas points/supply to redundant sections of the building.</p> <p>The quarterly structural engineer's visit was carried out at the end of July. All actions raised at meeting have been completed. Next scheduled visit is October and Susan will attend.</p> <p>Fly tipping is becoming a big concern, we need to report this to MKCC:  <a href="https://mycouncil.milton-keynes.gov.uk/MyServices">https://mycouncil.milton-keynes.gov.uk/MyServices</a>.MKCC have identified persons carrying out illegal fly tipping and have issued a fine. MKCC will prosecute/fine anyone found to be fly tipping.</p> <p>Any vandalism/damage/repairs need to be reported to MEARS. This includes all</p>	<p><b>Action</b></p> <p><b>SK</b></p>
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building lighting including stairwells, back of the building etc. The phone number from Mears is detailed below.

There has been a lot of vandalism on the estate, please report asap to TVP/MKCC. The number of bins required by the remaining tenants has been recalculated with the extra bins being removed – all areas are being looked at.

With some sections of the buildings now empty and steps are in place to put up hoarding in readiness for the demolition works. Hoarding that is used in demolition projects is unique and the construction used is detailed by Building Regulations and Health and Safety. MKCC does not have any option to use a different product or design. The hoarding will be erected in phases as the buildings become empty, and the services are terminated.

Reminder: To report any damp, mould, repair and maintenance issues please use one of the following:

- Telephone Mears on 0330 123 2522, this is answered 24 hours a day, 7 days a week.
- Email: [miltonkeynes@mearsgroup.co.uk](mailto:miltonkeynes@mearsgroup.co.uk)

Serpentine Court re-housing statistics

- Number of tenants who have signed for new builds – 6
- Number of decanted tenants waiting to return to new builds – 8
- Current number of secure tenants - 24
- Number of tenants not waiting for new builds – 3
- There is now a total of 32 tenants waiting to be allocated to new builds.
- Kielder Gardens/ Drayton Road are due to be on the lettings system in 3 weeks' time and offer letters will be sent out asap.

## 6. Any other business

None.

## 7. Date of next meeting

Thursday 9<sup>th</sup> October 6.30pm at Spotlight

**Action**

