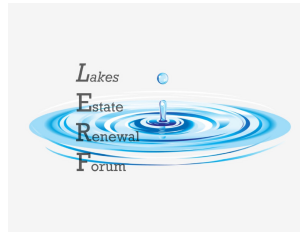


LERF MINUTES - 9 October 2025

Attendees: Mariee Wymer (Chair), Jan Power (LERF member), Stacey Coleburt (LERF member), Sue Evans (LERF member), Liz Williams (LERF member), Vanessa Ropke (LERF member), Lynn White (LERF member), Farriya Issaka (LERF member), Zulf Awan (Community Engagement Manager, MKCC), Rahul Mundry (Development Manager, MKCC), Chris Boyo, (Housing Manager MKCC), Debbie Pilla (Housing Officer, MKCC), Samantha Key (Resident Liaison Officer, GRAHAM), Kevin Farrell (Tpas)

Apologies: Mercy Zvenyika, Delia Shepherd

1. Welcome & introductions	Action
<p>Mariee opened the meeting and welcomed everyone.</p> <p>1. Minutes</p> <p>Minutes of 4 September 2025 were agreed as a true record.</p> <p>2. Matters Arising</p> <p>Page 2, item 4 - Mariee invited Debbie Pilla, Housing Officer, to the next LERF meeting to introduce herself and to talk about her role. Annie Naisbett agreed make the arrangements. Completed.</p> <p>Page 3, 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. However, they would have made this decision based on the fact that MKCC would not be continuing to provide them with the appropriate licence, due the fact that Serpentine Court was due to be demolished. Private companies erect masts to fulfil market demand. Many residents continue to experience low or no signal. Mariee agreed to conduct an online resident survey to find out which providers were affected.</p> <p>Page 4, Item 4 - Samantha had raised the matter of communications with new tenants over debris under gardens, internally, and she confirmed that information was being provided.</p>	<p>MW</p>



	Action
<p>3. Debbie Pilla, Housing Officer (MKCC)</p> <p>Debbie introduced herself and explained that she had recently become a Housing Officer after working for 18 years in Sheltered Housing. She has taken over from Andrew as the Housing Officer for the Drayton Road side of Serpentine Court. Her role includes: new tenancy sign-ups; tenancy audits; checking property condition; updating tenancy information (for which there is a 15-month target). Debbie commented that the latter part of her role was a great way to introduce herself to tenants. She is also shadowing Nicola Watson at her Friday Spotlight surgeries for the remaining Serpentine Court tenants.</p> <p>A LERF member pointed out that the MKCC website does not provide information about how to contact Housing Officers. Debbie explained that she can be contacted by text, WhatsApp and email, and that tenants have been doing so without any difficulty. Chris Boyo added that all Housing Management staff are responsible for dealing with enquiries and ensuring that messages reach the appropriate member of staff.</p> <p>4. Chris Boyo, Housing Manager (MKCC)</p> <p>Chris reported on the recent estate walk with members of the Residents Association to look at parking. He discussed the action that had been taken against a resident in Tarbert Close who has been keeping multiple vehicles in the car park. The resident has agreed to stop carrying out repairs on the site. However, Chris explained that the car parks are private land owned by MKCC and it is up to the Council to manage usage. MKCC has not set many rules regarding usage, thus making it difficult to challenge residents. Chris is of the view that the Council and community need to explore the introduction of parking controls and asked LERF to be a part of the conversation.</p> <p>5. Construction Progress Update - Rahul Munday (MKCC)</p> <p>Current status</p> <p>Good overall progress continued to be achieved during the summer with Burnmoor Close and A3 sites being handed over during July / August 2025.</p> <p>Upcoming / remaining handovers are expected to be as follows:</p>	



The quarterly structural engineers visit was carried out on 9 October 2025. Actions will be picked the following day and actioned next week. The next scheduled visit is December.

Fly tipping is becoming a big concern. Report this to MKCC:

<https://mycouncil.milton-keynes.gov.uk/MyServices>

Any vandalism/damage/repairs to lighting need to be reported. Please report asap to MEARS. This includes all building lighting including stairwells, back of the building etc. The phone number from Mears is detailed below.

Please report vandalism as soon as possible to TVP/MKCC.

The number of bins required by the remaining tenants of Serpentine Court has been recalculated with the extra bins being removed – all areas are being looked at.

Security: with some sections of the Serpentine Court now empty, 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 do 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.

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

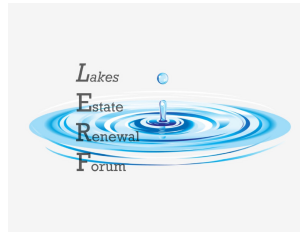
8. Any other business

None.

9. Date of next meeting

Thursday, 6th November 6.30pm at Spotlight.

Action



Notes