

ST MARY'S ISLAND RESIDENTS' ASSOCIATION RESIDENTS MEETING

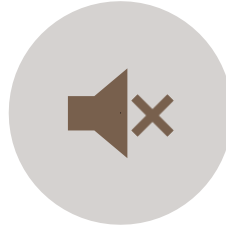
10.05.2021



Rules of the Zoom meeting



MEETING TO BE RECORDED
BY SMIRA



ALL MICS TO BE MUTED
AND CAMERAS SWITCHED
OFF EXCEPT THOSE
SPECIFICALLY SPEAKING



PLEASE RESPECT OTHERS'
VIEWS AND THE GUESTS
PRESENTING/UPDATING



PRESENTATIONS/UPDATES
FIRST AND THEN
QUESTIONS USING ZOOM
CHAT FUNCTION ONLY



ASK A QUESTION BY TYPING
INTO THE ZOOM CHAT
FUNCTION

Agenda

- Welcome and introductions
- Apologies for absence
- Recording of the last meeting – available on the website
- Mona Koshkouie, SMIRA Director– Presentation on road & pathway maintenance
- Stakeholder Q&A – CMT & Medway Council
- Stakeholder Q&A – Medway Practices Alliance
- Matt Small – Presentation CMT Watersports centre
- Any other business
- Next Residents’ meeting date 14 June 2021
- Close

Apologies for absence

John Tower – SMIRA Company Secretary



Previous meeting minutes

Malcolm Gray – SMIRA Chair

Video available on the SMIRA website

Medway CCG – ongoing consultation on provision of services on SMI. Letter sent to all residents recently.

Footpath around Basin 1 by the CMT offices is now open.

Parking consultation still underway.

Community centre now open for children's groups.

Watersports centre now open in a Covid secure way.



Mona Koshkouie - SMIRA

Presentation on road and pathway maintenance on SMI



Stakeholder Q&A – CMT and Medway Council

Malcolm Gray – SMIRA Chair



Questions - CMT

Can you confirm the schedule for trimming and crowning of the trees on the Island please?

Reviewed annually by Landscaping team schedule on a PPM of every 3 years

When will the dead trees on Whinchat Way be replaced as this has been ongoing for over a year?

Sector 13 landscaping project has now been agreed with the Landscaping team now that the land has finally been transferred to the Trust with a Dowry to replace dead plants. We can update SMIRA once plants have been procured.

The SMIRA website received a report of a tent being pitched on the Central Bund near the Shark Park over the Easter weekend of April 2/3 with evidence that at least one person had spent the night there. This was reported to Security. Can you shed any light as to the circumstances and if any action was taken?

Security Action Taken - Two residents from island way east called to report that someone has set up a blue tent behind the tree line on the Central bund near the Shark Park. Medway KH sent to investigate.

Medway KH found two 11yr old boys camping and had made themselves a small fire to cook some sausages. Key holder remained until they removed the Tent and vacated the area.

Questions - CMT

We have received more than one contact expressing extreme dissatisfaction with the the Remus Property Management Company who are responsible for the Ripplewaters area of the Island. Can you clarify what Remus are responsible for, under whose responsibility complaints regarding this lie and how residents can make representations for the management to be put back out to tender?

At present Countryside Maritime Limited are in the process of transferring the Freehold of Sectors 11,15 & 16 to Remus and as such all queries relating to the maintenance of these areas should be directed at Remus.

Complaints have been received about people putting their rubbish out on a Tuesday afternoon/evening which causes the bags to be torn open by animals and the rubbish scattered or blown around. Given that this is covered by the covenants which state that rubbish must not be put out until a Wednesday morning, can CMT do random sweeps of the Island and speak to those who are in breach of this please?

This will be actioned upon Government Road Map and staff returning to the office the Residential Services Officer and Estate Officer will action.

Questions - CMT

Could we have a clarification of Carl Davies' role on CMT and what that actually entails?

Estate office role pre pandemic as follows:-

Liaise with CMT customers (Residential and Commercial) reporting any shortfalls in standards to Contract and Procurement Facility Manager. (CPFM)

To undertake safety check as per specification and schedule: - Lifebelts, Playgrounds, Pathways and open space.

To ensure Estate Regulations are followed and adhered to.

Ensure all contract staff follow Permit to Work instruction generated by CPFM.

Undertake regular external patrols maintaining a high visual presence around the estate, review contractors tasks and confirm carried out to agreed standards along with logging any faults.

Make recommendations for improvements to standards

Assistance with Covenants and any other duties.

All the above is to be reinstated as the Government Road Map permits.

Questions - CMT

Can we have a figure as to how much the paving in the dog run cost? This is not as a matter of criticism but one of general information.

Dowry item not affecting rent charge so of no interest to residents.

Has any action been taken against anyone walking with their dogs not on leads? One publicised enforcement action is likely to reduce the continued flouting of this regulation.

No action taken but offenders being educated by Estate Officer, PCSO, Local Authority Warden and Ward Security.

With regard to Security, although it has been stated that there was a lack of attendance from Island residents at the meetings set up to discuss this, much of this was due to the a change in the terms of the meeting. Originally, it was understood that the meeting would comprise of representatives from CMT, Ward Security and the PCSO. When the meeting was announced, it was with CMT only and many residents felt that it was no longer a worthwhile exercise and so decided not to attend. If a further meeting was set up with attendance from all stakeholders involved, the response is likely to be much higher.

CMT manage the Security Contract for the Chatham Maritime estate and the CPFM (Contract and Procurement Facility Manager) is responsible for all questions to relate back to Ward Security to include all elements of the security contract and Monthly Management meetings and KPI's SLA within the contract.

Questions - CMT

Can updates on both Open and Closed cases be provided for information by the PCSO or CMT at every SMIRA Residents' Meeting please.

Open cases cannot be discussed as it could affect the process along with data protection and Kent Police procedures.

Closed cases can be fed back to residents with agreement from Kent police.

No presence is seen either from the PCSO or CMT staff at the weekends. Given that this is when the majority of residents are at home and when most anti-social behaviour is likely to happen, can this be explained.

The PCSO works on a rolling shift pattern over a 7-day week so it is incorrect to state that she is not working at the weekend.

Ward contract is 24/7 365 monitoring of CCTV along with visits to site key areas 365 days of the year. In addition, as part of the Security Contract, CMT instruct and schedule Security Guards to work at weekend at key times of the year to include Friday night, Saturday and Sunday throughout the Summer school holidays, Bank Holidays weekends etc.

Questions - CMT

Despite assertions that the PCSO is present on a regular basis, residents continue to state that they see no evidence of this. Why should this be the case? Residents continue to feel that the substantial amount of revenue that they provide to CMT is not reflected in the service they receive.

The estate is a 350 Acre estate covered by the PCSO on foot, Cycling and CMT pool car on a schedule rota as reiterated before, The PCSO role covers the estate and is funded by all users including St Mary Island rent charge 51%, South of Basin Commercial Service charge 41% , Community Centre 6% and 2% from Dowry.

Contribution from SOB	41.00%
Contribution from SMI	51.00%
Contribution from COM	6.00%
Contribution from DOW	2.00%

The PCSO Contract is up for review in March 2024 so currently in contract with Kent Police until then.

Questions - CMT

When planning permission was granted for Atlas Place, it was subject to a clause which stopped deliveries to/from Atlas Place before 9am and after 5:30pm plus a ban on all deliveries on Sat/Sun and Bank Holidays. ALL deliveries had to be at the side loading bay, not the front of Atlas Place so not to not affect the look, and general feel of the island, Why is it that this clause is being broken on a regular basis and what will be done to stop this occurring in future?

This item is out of scope for CMT responsibility. CMT have although been monitoring the situation and numerous issues and have reported them back to the local authority.

Residents can complain directly to Atlas Place Management if you have any concerns reference deliveries.

What can be done about the continued regular parking by visitors on the walkway/cycleway in front of Atlas Place and blocking a busy walking route for children? The speed of one driver who uses the path as a road is shocking.

This Item is out of the scope form CMT responsibility and should be directed to Countryside Maritime Limited and the Council.

We have highlighted many of our own concerns to Countryside Management (current owners) and Medway Council.

We have also had meetings on site with your local Councillor, Medway Highways and enforcement to try and resolve a lot of the issues raised by residents in this area. We believe the Council has taken our comments and concerns on board and will incorporate measures to combat them once the roads and pavements have been adopted by them.

Questions – CMT

Not sure who is responsible for unadopted roads and their markings but the junction of Samphire Way and Augustus Way (opposite Atlas Place) has no markings and the cars coming along from Samphire Way never stop or look at the end and just pull straight out, probably because they have not had anyone living down past the junction before. It would be safer to have a give way for one road or the other. This is made worse by all the school parents dropping off and collecting.

This Item is out of the scope form CMT responsibility and should be directed to Countryside Maritime Limited.

We have however had meetings on site with your local Councillor, Medway Highways and enforcement to try and resolve a lot of the issues raised by residents in this area. We believe the Council have taken our comments and concerns on board and will incorporate measures to try and minimize the issues raised.

We have received numerous complaints about people parking around the Atlas Place\Aster Way area in order to drop off or collect their children from the school. Affected residents would very much like to know what the outcome of the Parking Consultation was and when the results will be enacted. This is especially pressing since a resident was involved in a Road Traffic Accident caused by someone driving inconsiderately in the crowded area around the school whilst collecting their child.

This Item is out of the scope form CMT responsibility and should be directed to Local Authority as adopted by the Medway Council

Questions – CMT

What, if anything, is being done to educate and if necessary deter those using electric scooters on the Central Island Walk, in the playgrounds and on the footpaths and open spaces generally around the Island and across the rest of the CMT Estate? There is a group of youngsters racing up and down the central pathway, across the green spaces and into and around Shark Park and it seems only a matter of time before there is a serious accident.

CMT have asked the Trust Legal team to investigate and come back with legal rights on private land, CMT will engage with youths through PCSO and Security to educate them.

A number of the fencing sections at the bottom of the railings on the bridge onto the Island are either damaged or have become detached and are no longer stopping rubbish blowing into the basins. Can these be fixed please?

Maintenance team working on replacing and fixing, unfortunately ongoing due to ASB but reviewed on a regular basis due to importance to prevent debris entering basins.

They were last repaired on Wednesday the 5th of May after a resident highlighted that some of them had come loose.

Questions – Medway Council

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Stakeholder Q&A – Medway Practices Alliance

Malcolm Gray – SMIRA Chair



Questions – Medway Practices Alliance

An Island resident is on the books of their previous GP Practice in another town. Their practice answer their phone within 5 rings and will always call back either the same day or the next day. Their spouse has transferred to the Island practice and their last attempt to arrange an appointment led to a booking over 3 weeks in the future. Attempting to call the surgery leads to them waiting on the phone for long periods and they find that they are never called back. They are often asked if it is urgent, but how are they to know? Can you please comment on this.

Matt Small – CMT Watersports Centre Presentation – re-opening and offering

1 min



2021 Residents' Meeting Dates

Malcolm Gray – SMIRA Chair



2021 Resident Meeting Dates

Commencing at 8 pm (currently via Zoom)

- 14 June 2021
- 6 September 2021
- 18 October 2021
- 11 December 2021 (AGM)

2021 CMT Board Meetings

The CMT Board meet six times a year. If you would like the SMIRA representative trustees to raise anything at the next CMT Board meeting please let us know and we will ensure your questions are put to the CMT trustees.

Thank you and close

