



Erith Park Customer Update

July 2025

Answering your questions

Thank you again to everyone who joined us at our meeting last month.

We have detailed below what was discussed at that meeting plus some other updates to share with you since we met. If there's a specific concern that you don't feel we've responded to, please get in touch with us. Your property manager Esmina Emdin is your first point of contact, and you can email her at esmina.emdin@orbit.org.uk.

Bulk Waste & Fly-Tipping

- We're continuing to work hard to manage this. Any bulk waste that can be identified on Orbit land is collected by us and recharged via the service charge. We always try to identify who is responsible for carrying out any irresponsible rubbish disposal and recharge that individual where possible. You asked us to share updates with you when we have successfully managed to do this.
- We have also now installed signage about CCTV being in place and we confirmed that we are able to check available footage when a reported time and date is shared with us. In addition, our Estates Cleaning team will be also completing daily checks and reporting any irresponsible rubbish disposal to us.
- As agreed in our last meeting, we've explored the cost and feasibility of installing secure gates. The cost for this would be £30-40,000 plus annual servicing. All agreed that this was not a financially viable option.
- You told us that people from Rosemary Court had been witnessed walking waste items over from one block to another.
- Do support us if it is safe to do so by capturing any images of your own and sending these to us. Call us on 0800 678 1221 (press option 1 and then option 5) or complete our online ASB reporting form at orbitcustomerhub.org.uk/asb/
- We have attached another copy of a separate leaflet that provides information about how you can get rid of your bulky waste and details of organisations that can help you with this.



Letterbox theft

- You told us about the persistent problems with letterbox theft and missing parcels due to doors being accessed.
- We will look at options for improved post box designs and investigate your feedback about keys being used to open multiple boxes. We will also look at some improved signage in communal areas as you noted that the wall stickers are already peeling.
- We have explored options for Amazon type lockers to be installed, and initial feedback received for a pilot of this would be around £2000. We are continuing to gather costs and details which we'll share with you.
- We confirmed that the break-in of personal post boxes is considered a crime so should be reported direct to the police. Please contact 101 in the first instance (999 for emergencies).

Door Repairs

You raised concerns with us about the length of time that door repairs take to be completed. The timings are in line with the service level agreement in our current contract of 28 days. We will explore whether there is any way of reducing this.

Rosemary Court

You told us about a damaged (building) door, letter box theft and damaged car park door. Repairs for these have been raised and we're also ordering some keys to reinstate the Emergency box that has been activated.

Spurrell Court

Repairs will be raised for the door in your building which has had the break glass removed (emergency button in place which unlocks door for a brief amount of time).

Parking

- Parking survey – views were shared about the parking changes being proposed. To have ANPR (Automatic Number Plate Recognition) an E-permit system would be needed. Some concerns were raised about paper permits (e.g. photocopying permits and sunlight fading permits, ticket concerns).
- A suggestion was made that visitor parking be restricted to one hour.
- We confirmed that only one person can be registered at Zippi for an E-permit. It was confirmed there was no cost for ANPR and if this is removed and a cost incurred, we will cover this.
- If the paper permit option is adopted, could a coloured system be used – Beadle and Gunning pink, Talbot and Starkey blue etc. Lease holders may have a different colour



- Apologies to those who have not received a survey by email – we have checked your details for future communications.
- Apologies too for any confusion created by the recent letter sent by CPM about camera zones – this was issued without our knowledge so please disregard the letter. We can confirm that the camera zones are on hold.
- We will talk to the owner of the vans that should not be parking on Callender Road.
- **Parking survey outcome** – we had 48 responses to the survey. 20 of you said you'd like an e-permit system and 28 a paper permit option. We will now proceed with the paper permit option, and we'll write to you again with full details along with a copy of the permit.

Intercom

- James from Intratone joined us for the meeting and provided an update on how Intratone works, including an update that from July/August, an Alexa Echo Dot device can be connected to the system.
- Please note that a useful guide is available on the Customer Hub website along with a video guide.
- Some of you pointed out that the making good of removing the handset had not been completed. Some of you pointed out that the making good of removing the handset had not been completed. A letter with a £15 Love2shop voucher to help cover the cost of any decorating was sent to everyone following the works. If you feel that more thorough decorating is required, please send us a photograph so we can take a look and assess this.

Service Charges

Concerns were made about service charge levels – specifically how is the monthly £235 spent. We will share a full breakdown of these charges with you and let you know when these statements will be made available and where they will be shared.

Forming a Residents Committee

We confirmed that we've asked for representatives to meet regularly to review queries and consult on repairs, charges and future improvements. You told us that you were supportive of this.

We've already had some names put forward, but we need to have more (specifically two people from each building) who are keen to be active representatives for your Erith Park community.

Heating Contract

We are committed to reviewing this energy contract for you to understand why the daily charges are so high (including reports that Rosemary Court owe £1000 per household).



Playpark

- We are reviewing the legal documents for the play park and also exploring any relationship with the nursery. We will then provide an update on responsibilities and charges.
- You reported the state of the trampoline – we will inspect and raise repair if needed.

Window Cleaning

We will review the service levels, overall contract and previous charges to confirm if any refunds are due for Gunning Place, Talbot Place, Starkey Place, Beadle Court and Adamson Court buildings.

Remedial Works

You raised concerns about how the contractors (Wates) who are currently carrying out cladding work are disposing rubbish. We've spoken to our colleagues at Wates about this. Please note that updates on this programme of works can be found on the dedicated webpage:

www.orbitcustomerhub.org.uk/erithparkworks/ and in regular newsletter updates which are emailed to you as well as published on this page.

Internal Decoration & Other Cleaning matters

- We are exploring when the next decoration works are due and whether they can be completed this financial year.
- Carpet Cleaning – this has started, and we have completed the cleaning in Bellingham Court,
- We apologise that the paint spilled by our contractors at Gunning Place (bay 65-66) hasn't been cleared. We will arrange for this to be sorted.

Grounds Maintenance

- Our grounds team discovered Brown-Tail moth on bushes at on bushes at Butler Drive, Talbot Place and along the front of Northend Road, which we've had to remove as the insect is invasive. We're finalising a plan which we'll share with you to show where we'll be replanting these bushes plus the areas that were damaged by scaffolding.
- We've also taken on board feedback managing the use of the grassed area as a walk-through.

New Litter and Dog Waste Bins

We asked you to provide us with your feedback on our plan to install these and the specific locations. We received just 9 responses to the survey (2 in favour and 7 against our proposals) so we'll revisit this at our next meeting with you to make sure that the plan is in line with the preferences of a wider majority of your community.



Repairs

- Quality control – we confirmed that satisfaction measures are built into our internal repairs service, which includes a survey that you'll receive once our contractor has confirmed that they have completed a repairs job inside your home.
- We noted that we are making updates to MyAccount which will provide many future benefits including easier tracking of repairs that have been reported in your communal areas. We will share more details and timings on this later in the year.

New Food Waste Bins

We've arranged for the Environmental Services Team from Bexley Council to meet with us about the new food waste bins to help everyone understand what can and can't be put in bins. Please join us from **10:30 to 11:00 on Friday 25 July** to find out more from the team about food waste. Your property manager Esmina will be meeting in the play area near Rosemary Court.

Keeping Connected

Contact Details - Do we have your latest details on file? Please can you share your current email address and mobile number with us - so that we can check that we have these correctly listed and so that you can receive future mailings and SMS messages from us. Thank you.

Date of Next Meeting: A date for our next residents meeting will be set for later in the summer and we'll confirm this with you soon. These regular meetings provide the opportunity for updates on the concerns that you've raised with us but do please continue to get in touch with your property manager Esmina Emdin about anything that you need support with. You can email her at esmina.emdin@orbit.org.uk.