

Cressingham Garden Estate - Resident Engagement Panel (REP)

Venue: The Scout Hut, High Trees Community Development Trust

Time: 19:00

Date: Monday 11th April 2016

Present:

Cllr Mary Atkins – Chair (MA)	Ward Member, Tulse Hill Ward
Cllr Marcia Cameron (MC)	Ward Member, Tulse Hill Ward
Anna Allan (AA) Minutes	Housing Projects Officer, LBL
Edward Ogundele (EO)	Independent Resident Advisor, Strategic Urban Future/JVM Ltd (StUF)
Andrew Jacques (AJ)	Repairs Coordinator, Housing Management, LBL
George Sodoropoulos (GS)	Freeholder, substitute for Fatima Elmoudden
Gerlinde Gniewosz (GG)	Resident Rep (Leaseholder)
Tom Keene (TK)	Resident Rep (Leaseholder)
Nicholas Greaves (NG)	Resident Rep (Tenant)
Jason Hepworth (JHep)	Resident Rep (Tenant)
Julian Hart (JH)	Capital Programme Manager, LBL
Abbas Raza (AR)	Local Dialogue, community engagement consultancy

Apologies:

N/A

1.0 Welcomes.

1.1 Chair welcomed everyone.

1.2 AA was introduced to REP.

2.0 Minutes of the last meeting: 7th March 2016.

2.1 Minutes were agreed.

3.0 Matters Arising & Actions.

3.1 Open and Closed Action logs were circulated for review.

- 3.2 GG requested unique reference number to be created for each action in the action log. **Action AA**
- 3.3 MA asked if major repairs consultation letter had been received by residents. Panel confirmed no one had seen the letter. MA also asked if panel could attend event. GG, JHep and NG confirmed they could make the date. TK would have to rearrange things to attend.
- 3.4 AJ asked if a week was enough notice for residents to attend events and explained the format of the event including presentations and feedback. AJ agreed to get the letter hand delivered on 12/04/16. Reps stated that in future residents should have at least 10 working days' notice of meetings. **Action AJ**
- 3.5 GG asked AJ if more documentation will be made available to residents that can't attend the event. GG also asked if information about individual's home repairs will be available as the leaseholder works are disputed. The Hunters Survey the works are based on is now 2 years old. GG identified that event times mean those with childcare commitments or older residents that cannot get out alone may not be able to attend. TK suggested a weekend event for those that cannot make the initial dates.
- 3.6 AJ confirmed there will be more events, this is an introductory event and will not be about detailed plans. MA requested letter is sent to all residents after event to explain process and programme for further events. **Action AJ**
- 3.7 EO has no update on training for REP members.
- 3.8 AJ explained Hunter's Report is on a CD. AJ to send CD to Regen Team to load up onto website. **Action AJ**
- 3.9 NG requested that events are posted on all the estate boards. AA agreed to add upcoming events to notice board on estate with support from AR. **Action AA/AR**
- 3.10 AA outlined response to proposed communications protocol. Council will adopt it with immediate effect, but will change response times to be in line with Council Service Standards. AA commented that Chair training would need to be discussed between EO and MA.
- 3.11 NG GG and TK said that response times need to be met and applied to both Council staff and residents. Often residents are given little

time to respond, as was the case with the financial viability workshops.

- 3.12 NG said that if response times are not upheld, meetings must be cancelled and a formal complaint will be lodged with the Council complaints team by resident reps.
- 3.13 JH commented that the Council is working to improve giving adequate notice to residents, and he will try and plan things better in future. JH/AA agreed to the 10 working day notice period for residents, and to rewrite the communications strategy to include the new response times and add to the REP Terms of Reference document. **Action JH/AA**
- 3.14 GG reiterated her request for an issue register with unique identifiers for each open question. AA agreed to start the register and show the REP at next meeting for feedback. **Action AA**
- 3.15 AR explained the website programme, Nation Builder, can track changes and automatically record date changes in the 'back end'; of the system. AR can monitor the website and include additions to the PDF. The only changes made have been to organisation, grammar and removing technical jargon.
- 3.16 TK confirmed Nation Builder can automatically generate the PDF if site changes are made. TK also pointed out that the website doesn't appear on any search engines. AR to discuss with Paul Simpson. **Action AR**
- 3.17 TK asked about the process for questions being added to website, as a REP member he is unable to find answers to his questions. TK said the only way to get questions answered was through an FOI. TK stated that there needs to be a more suitable system to get questions answered. **Action JH/AA**
- 3.18 NG requested a timed agenda for future meetings. **Action AA**
- 3.19 Service charges were discussed. GG asked JH how the 20% figure covers management. GG has more information regarding average rents and agreed to email to JH. **Action GG**
- 3.20 Japanese Knotweed around the estate was discussed as a housing management issue. AA to get schedule from housing management to share at next meeting. **Action AA**

3.21 NG requested more detail on the vulnerable resident policy and evidence of it being worked on, as the REP will want to comment on it. Council to provide further detail on policy as it's drafted. Reps requested that a copy of the TPAS report to be sent to all REP members. **Action JH/AA**

4.0 Housing Management/ Leaseholder s20 Updates.

4.1 AJ explained that Morrisons are mobilising their supply chain and a Clerk of Works and Site Manager will be working from the estate once works begin. AJ also stated that a guttering lining system will be tested on selected properties, starting this month.

4.2 GG enquired about gutters and capping replacements, as if this doesn't happen the problem of rain ingress won't be resolved. GG also stated that the 2nd damp proof course does not work. GG asked who the roofing contractor would be and requested that Fahey were not given the contract.

4.3 AJ confirmed that a roofing contractor had not been chosen. AJ stated that the next step is to organise a Pre-Start Meeting. A 30-week schedule will then begin, with phased works across the estate.

4.4 TK commented that work would need to start quickly in order to avoid the winter months.

4.5 EO asked why tenants would need to attend the weather tight works event. AJ explained that tenants will be shown provisional items of the scope of works identified and what is planned for their properties.

4.6 NG asked about roof repairs and AJ confirmed the plan is to repair but some may need wholesale renewal.

4.7 GG asked if holes around windows were going to be filled in. AJ confirmed contractors will seal windows as part of the work.

5.0 Project Update

5.1 JH reported that the Key Guarantee consultation time frame had slipped. Resident feedback from initial consultation was used to refine the Key Guarantees and a booklet will be provided outlining changes. Residents will be invited to comment before the Key Guarantees are formally adopted. Engagement on each estate will differ but will

generally last between 4 and 5 weeks. JH asked what kind of engagement residents wanted. **Action AA/AR**

- 5.2 TK NG and GG asked for written information on the Key Guarantee consultation process against which they could review future consultation. **Action AA/AR**
- 5.3 GG asked if residents can influence the consultation. GG advised she would call The Leaseholder Advisory Service to book meeting for the estate's leaseholders. **Action GG**
- 5.4 JH confirmed residents will be involved in final consultation and can make suggestions for the Council to consider.
- 5.5 GG requested free legal support to get advice on Key Guarantees. GG stated that TPAS is not independent and it is not EO's area of expertise. JH said that legal support to review the Key Guarantees would not be provided.
- 5.6 EO stated £750 is available for legal advice for residents, mainly to review paper work, such as draft tenancy agreements. Lambeth's offer is slightly less favourable than other estates EO has worked with.
- 5.7 JH reported that the March Cabinet decision had been called in and will take 4-5 weeks to get to Scrutiny Panel.

6.0 Independent Resident Advisor & Resident Reps Feedback

- 6.1 EO now attending monthly meetings with IRA's from other regeneration estates. He will feed back at next meeting. GG asked to see minutes from meetings. EO will discuss this with the other IRAs. **Action EO**
- 6.2 NG raised a number of points on behalf of tenants.
- Tenants are dissatisfied with the current proposal to replace their Secure tenancies with Assured tenancies, and tenant reps will investigate the legal route should this happen.
 - The appointment of Savills is disturbing. Particularly hearing the news two days before the Cabinet decision via an email to Tenants Council from Savill's Associate Director. This lack of transparency removes the resident reps confidence in the Co Operative Council.

- Tenant rep points were missing from Cabinet minutes, despite being the majority tenure on the estate. Democratic Services were contacted about this but were unable to amend the minutes. A formal complaint has been made.
- Tenant Council and Leasehold Council Exec had a meeting booked with Neil Vokes to discuss the SPV but this was moved at short notice. They are waiting for a new meeting date.
- Voids on the estate have been left empty. Some are newly decorated and have new white goods clearly visible. The properties need occupying or boarding up as there are concerns around security and vandalism.

6.3 JH explained voids will be used for temporary accommodation but with the Cabinet call in there is uncertainty as to when this can happen.

Action JH/MA

6.4 GG suggested that the Council could write a policy and move internal refurb residents into voids during repairs. EO stated this would be very complicated and would require robust policies due to how the housing waiting list was organised.

6.5 TK asked about Carbon Impact Policy and environmental impact of demolition. TK wanted to know when the Council will consider planning issues.

6.6 GG said Myatts Field and Clapham Park demolition information was difficult to find on website as it's difficult to navigate.

6.7 MC said this is dealt with at the planning stage and residents can ask questions at the Planning Committee meeting. If any questions can't be answered then the decision may be deferred till a response is ready.

7.0 AOB

7.1 MA explained that estate regeneration is a difficult process and understands that people are emotional. MA commented that everyone should work within the context of the Code of Conduct and that a complaint had been received against GG. MA explained that GG would need to sign the Code of Conduct and if she did not, that she may be asked to leave the REP.

7.2 GG explained that she disagrees with the Code of Conduct and wants independent legal advice before signing it.

7.3 A discussion regarding the terms of the Code of Conduct was agreed as an action for the next meeting. **Action AA**

Date of Next Meeting: Monday 16th May 2016