

Cressingham Garden Estate - Resident Engagement Panel (REP)

**Venue: The Scout Hut, High Trees Community Development Trust,
220 Upper Tulse Hill Road**

Time: 7pm-9pm

Minutes of the meeting: Monday 4th July 2016

Present:

Cllr Mary Atkins – Chair (MA)	Ward Member, Tulse Hill Ward
Edward Ogundele (EO)	Independent Resident Advisor, Strategic Urban Future/JVM Ltd (StUF)
George Sodoropoulos (GS)	Freeholder, substitute for Fatima Elmoudden
Nicholas Greaves (NG)	Resident Rep (Tenant)
Jason Hepworth (JHep)	Resident Rep (Tenant)
Andy Plant (AP)	Resident Rep (Tenant)
Tom Keene (TK)	Resident Rep (Leaseholder)
Abbas Raza (AR)	Local Dialogue, community engagement
Julian Hart (JH)	Capital Programme Manager, LBL
Anna Allan (AA)	Housing Projects Officer, LBL

Observers:

Pamela Woodroffe (PW)	Potential Resident Rep (Leaseholder)
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Apologies:

Cllr Marcia Cameron (MC)	Ward Member, Tulse Hill Ward
Andrew Jacques (AJ)	Repairs Coordinator, Housing Management, LBL

1.0 Welcome and Introductions.

- 1.1 MA welcomed everyone and introductions were made. EO introduced observer PW who is interested in joining the REP. EO explained he would go through the Terms of Reference (TOR) with PW and book her in for REP training.
- 1.2 TK stated that 5.5 in June minutes did not reflect his statement. MA requested TK wait till the next agenda item to bring this up. TK also gave MA a copy of his service charge statement for her review.
- 1.3 TK explained he would not be participating in the meeting as he has not been permitted to record it. TK gave a list of leaseholder questions to AA to read. AP explained he needed to record meetings as he has a short-term memory deficit. MA stated that the minutes

are available to help members access the meetings. AP stated that the minutes are good, but are from the minuters perspective. TK explained he requires a recording device in line with his disability assessment for dyslexia and that it would be extraordinarily useful to be able to record the meetings so he is able to participate. TK stated that if you have a good memory its fine, but the Council minutes cannot take over AP's memory. TK said the minutes are not an accurate recording and that he will not attend meetings if he cannot record. TK also stated he now has two unresolved complaints with MA. AP stated reasonable adjustments have to be made and there is a culture at Lambeth of not recording meetings and the Council cannot override legislation. TK said the minutes had improved as members are now able to make suggested alterations.

1.4 MA stated that TK's and AP's input was valued and that she would like both of them to stay. TK reiterated that they couldn't stay if they weren't able to record. **TK and AP then left the REP meeting.**

1.5 MA said she was going to start the meeting with a reference to the ToR and how we should respect one another and the need to communicate and pass information on.

2.0 Minutes of Previous Meeting.

2.1 AR stated that TK explained that 5.5 in previous minutes did not reflect his statements. TK advised that he said the TRA represented residents on the estate as they were elected and that this was not contested by other members but by an individual. The rest of the minutes were approved.

3.0 Matters Arising from Previous Meeting.

3.1 MA ran through the Action Log. NG said there was nothing new in the weathertight letter from item 16 and residents just want to know when the work is starting.

3.2 AR explained the FAQ's in item 20 are being checked for each estate and that he had had further information to check with all REP members and would send email out to members. **ACTION AR**

3.3 AA explained newsletter text in item 34 and 38 is drafted, including the temporary accommodation statement and is now being designed by AR.

3.4 MA noted that JH would update on item 40, the freeholder policy in the regeneration update.

3.5 For item 41 and 42, EO explained he had been asked to write a valuer programme with 2 hour sessions on each estate with different risk and district valuers (RICS registered). JHep asked if a date had been approved. JH stated that it probably be September. MA asked to be kept in the loop regarding dates.

- 3.6 For item 43, AA explained DMT's had been interviewed by the existing REP for South Lambeth, the TRA for Knights Walk and Westbury advertised for resident interviewers as no REP was in place. NG asked if they were leaseholder led panels as it would be interesting to learn from other groups. JH said Westbury was leaseholder led but is engaging more tenants now. JH explained Central Hill voted in their REP members and Fenwick is forming their REP and inviting anyone that is interested to join. JH said REPs are a work in progress and people will drop in/out as the process continues. JH stated that if interested grows, then sub groups can be developed. AA said information on the REP will be included in the DMT booklet to be delivered over the summer. EO said the Council had done everything it can to be fair in recruiting for the REP and the process is well under way so need to continue and advertise the group.
- 3.7 JH explained lead petitioner had been identified for the Who Represents Cressingham petition and they will receive a written response from the Council. JH confirmed REP elections will not happen through TRA and that the REP is open to all and is only one of many ways to engage with the regeneration team.
- 3.8 MA asked if the ToR discusses membership of other groups. JH explained members must focus on REP issues when in meetings. NG said REP needs to remain neutral. EO explained the REP is for regeneration and the members work on behalf of residents, if members don't meet that premise then they shouldn't attend. JH said that outside the meeting, everyone is entitled to be part of any group but need to not let that interfere when in these meetings.
- 3.9 Under item 45, MA explained she would take evidence of leaseholder charges for her case work away from REP.
- 3.10 Under item 44, EO stated that the Key Guarantees (KGs) consultation is a review of the enhancements, not the KGs themselves and that this needs to be made clearer. MA agreed there needed to be clearer messaging and asked if they could be enhanced again. EO explained the Council can always enhance the offer and consult on them, but the KGs are still in place. JH said final consultation should hopefully start in September. MA asked if comments would be incorporated from TPAS review. JH agreed feedback had been taken from review.

4.0 Housing Management / Leaseholder S20 Updates.

- 4.1 AA explained REP was for regeneration only and suggested that housing management (HM) is removed from agenda. NG explained that weathertight repairs hadn't started so this agenda item was still required. EO stated that S20 has nothing to do with regeneration and the regeneration team end up chasing HM as they don't attend the meetings. NG said it does have an impact on regeneration and

members bring it up as they have no other communication channels with HM as HM aren't managing repairs well. AR asked if similar meetings were set up with HM. NG said that no meetings, apart from the recent weathertight repairs events, had been organised with HM. AA agreed to speak to Paul Webb at the Central Area Housing Office.

ACTION: AA

4.2 AA read AJ's repairs update that the weathertight works will start on 18th July and a letter will be delivered to all residents on 5th July. EO asked if someone will be on site full time for weathertight works. AA confirmed that a full time site manager had been appointed.

4.3 AA stated weathertight team will share new site office on Longford Walk and will be open to residents to come and talk to regeneration and weathertight team. NG pointed out that some residents may not be able to access office due to disabilities. AA confirmed both teams are happy to conduct home visits and that a number of home visits had already been conducted with EO and the HM team. EO suggested a proper launch for the estate office. **ACTION: AA**

5.0 Project Update.

5.1 AA explained that DMT procurement had resumed and tenders were due in by 18th July. The DMT interviews would be taking place on 3rd/4th August and the exhibition and interview training would be on 2nd August. AA also detailed two drop ins on 14th and 28th August, an estate walk about on the 1st and an estate walkabout on 22nd July. NG said he was disappointed that dates weren't shared earlier as people will be away. AA stated that the draft timeline had been shared during May's REP meeting.

5.2 MA requested a workshop for young residents and specific sessions for vulnerable residents. EO said AA's coffee mornings/door knocking would start to engage some of the vulnerable residents. AA confirmed a list of vulnerable residents had been created with the Area Office's tenancy support team and would be used for upcoming door knocking sessions. MA asked how young/vulnerable residents would be involved in design process. EO suggested the selected development management team (DMT) would update residents using coffee mornings and estate events. MA advised a specialist session would need to be organised with the DMT for vulnerable residents.

ACTION: AA

5.3 AA updated on temporary accommodation (TA) and explained some TA clients had moved onto the estate. NG asked if many tenants were moving off the estate. AA confirmed at least 2 tenants a week are registering for a transfer and all tenants are entitled to a band A. AR said it was good that the KGs are live for those that want to move. NG stated that the newsletter has been a long time coming and tenants need to know they can transfer. JH explained they want to keep the community together so need to manage the comms around

this. NG advised a letter to be sent to all tenants registered for a transfer explaining that the KGs are in place and they can bid.

ACTION: AA

- 5.4 AR stated it would be good to share these stories about tenant's positive experiences of the moving process. EO agreed. MA said the stories should focus on process, not the individual.
- 5.5 NG asked for an update on the Judicial Review (JR). JH explained it was submitted last week and Lambeth has 3 weeks to respond. The application will then go to a judge to decide if it goes forward or not. NG asked for a timeline for this. JH stated that by the end of August it will be known if there is a case to hear and it would go to court early next year. MA asked when a decision would come. JH stated they should hear soon after the hearing, last time it was 2/3 weeks after. NG asked if KGs will be frozen due to the court case in August or end of the year. JH confirmed if that did happen, it would be the end of the year.
- 5.6 JH stated the final KG consultation would include differences between freeholders and leaseholders.
- 5.7 JH stated there was a plan for drafting tenancies/leases and legal representation but it had not been cleared yet. Independent Advisors (IAs) would hold workshops for leases, tenancies and handbooks on each estate and put comments into one piece to be presented back to the Council. The Council would then agree with IAs on a legal team for further workshops with residents to help with legal questions. The IAs would collate feedback and take it to the Council to respond. The Council would work on draft tenancies and leases and early next year come back to homeowners and tenants with the Council's responses. There would then be IA led resident workshops to gather final feedback. NG said the key issues had been raised across estates. JH explained the IA workshops would refine these questions. MA stated that this had moved forward a lot and asked for a timeframe. JH stated 9 months. NG stated Tenants Council Exec had brought this up and it sounded good as it boils down everyone's views into headlines for solicitors.
- 5.8 NG asked about the solicitors for the draft tenancy/lease workshops as he had some suggestions. NG said he'd provide names of suggested solicitors. **ACTION: NG**
- 5.9 NG had comments on DMT booklet and asked AA to include translation and different formats information as well as IAs details. **ACTION: AA**
- 5.10 JH stated all REP members are invited to sit on DMT interview panel. MA wanted other residents to attend training too. EO stated that two training sessions would be needed to go through everything in detail, which takes 2.5 hours. **ACTION: AA/EO**

6.0 Independent Resident Advisor & Resident Reps Feedback.

- 6.1 AA read 1st question from TK regarding the shared equity offer in the KGs being affected by EU legislation. NG said he was going to bring up the KG question. JH stated that in March, there was EU legislation introduced that affected the way the Council could offer shared equity. The Council are now working through the process of how to offer the model to residents. MA asked if shared equity was still on offer. JH confirmed the Key Guarantees still stand, and residents will still have the opportunity to share the equity of their new property. However the Council may no longer be able to use the term that is legally known as 'shared equity'. EO stated that this brought KGs into question. JH said that residents will absolutely get a share of the equity. MA says the response needs more work.
- 6.2 AA read 2nd question from TK asking about the response to the Who Represents Cressingham petition. JH explained the response to the petition had been discussed previously (in point 3.7) and the lead petitioner would be contacted directly.
- 6.3 AA read 3rd question from TK asking what happened to the response to the TRA complaint letter. JH asked AA to look into this and formulate response to TRA. **ACTION: AA**
- 6.4 AA read 4th question from TK regarding 'Brexit' and its effect on regeneration. JH said this is difficult to answer but a statement was being formulated by comms.
- 6.5 AA read 5th question from TK regarding the homeownership wizard on the website. JH stated that values on the wizard are from 2014 and the model values are future values after regeneration has taken place. MA and JH requested a full response was emailed to TK. **ACTION: AA**
- 6.6 NG stated all his points including KGs, tenancies and legal representation had already been covered in agenda.
- 6.7 JHep stated that he did not have anything else to bring up.
- 6.8 GS asked for an update on freeholder development plans. JH explained this would not happen until the DMT was in place and master planning began. EO explained that GS should not just attend to find out about the freeholder plot, but should be fully part of the REP and the DMT interviews. JH explained that he hoped GS would carry on being on the REP, but being frank, the freeholder plot would not be investigated until early next year. GS stated that he wasn't sure if he can influence anything and that he might be coming for the next few months and nothing happens. MA said we are moving to the DMT procurement which is an important stage. JH explained in late autumn the project brief would be created which agrees things for the master plan and in late winter it would look at freeholder issues. GS asked if he should come back then when there is something to talk about. JH asked GS if he would participate in DMT interviews, GS said he had already voted for them last time. EO suggested he sit down with GS to go through interview process and the importance of being a part of it.

- 6.9 EO stated that residents he sees at drop ins are anxious and those that want to move, want to go straight away. EO said the he and AA had met lots that wanted to do the buy-back process.
- 6.10 EO stated there were rumours of a JR which is causing a bit of anxiety and a rush to move as people are tired of the continuing process. NG said Tenants Council Exec had asked for information on the JR and was surprised it hasn't been given to residents. JH said the Council didn't know what stage the JR was at and if it would go ahead. NG said there are lots of rumours on the estate and people need to know about it. MA asked for JR statement for the newsletter.
- ACTION: AA**

7.0 AOB

- 7.1 AA asked if DMT interview dates fitted with members. MA asked NG, JHep and GS if they were available. JHep confirmed he was but NG and GS were unsure. MA asked AA to check dates with TK and AP.
- ACTION: AA**
- 7.2 JH said interviews could be moved to September and it wouldn't affect DMT procurement. NG said he preferred September as it's a stressful process and not desirable in summer as it's very hard to engage people over holidays. NG stated that it's better to start in autumn with the new term. MA asked what the effect of moving the interviews would be. JH stated its best to do interviews close together so interviewers can read the documents with more understanding. NG asked if the JR could affect this process. JH explained once the DMT is procured, then it would not need to be repeated, regardless of the JR outcome. MA stated she had the same concerns as NG but understands that JH wants to push the procurement so it's outside the bounds of the JR.
- 7.3 MA asked JHep, NG, GS and EO if they were available in early September. NG, EO and JHep were but GS said he would not be. NG stated that we should use the summer period to reach out to people by getting them to join the REP or come to the estate office. EO said interview training would need to take place in the first full week of September and the day before the interviews to keep it fresh. NG said he would need to check the Lambeth Council calendar before confirming his availability. MA said we may not be able to accommodate everyone but this is better than August. AA agreed to renew DMT Timeline with September dates. **ACTION: AA**

Details of the Next Meeting:

Monday 1st August 2016

7pm – 9pm

The Scout Hut behind High Trees Community Development Trust