

Cressingham Garden Estate - Resident Engagement Panel (REP)

Venue: St Martin's Scout Hut, 18-28 High Trees, Tulse Hill, SW2 3PX

Time: 7pm-9pm

Minutes of the meeting: 1st August 2016

Present:

Edward Ogundele (EO)	Independent Resident Advisor, Strategic Urban Future/JVM Ltd (StUF)
Jason Hepworth (JHep)	Resident Rep (Tenant)
Andy Plant (AP)	Resident Rep (Tenant)
Abbas Raza (AR)	Local Dialogue, community engagement
Julian Hart (JH)	Capital Programme Manager, LBL
Anna Allan (AA)	Housing Projects Officer, LBL
Pamela Woodroffe (PW)	Resident Rep (Leaseholder)

Apologies:

Cllr Mary Atkins – Chair (MA)	Ward Member, Tulse Hill Ward
George Sodoropoulos (GS)	Freeholder Rep, substitute for Fatima Elmoudden
Tom Keene (TK)	Resident Rep (Leaseholder)
Nicholas Greaves (NG)	Resident Rep (Tenant)
Marcia Cameron (MC)	Ward Member, Tulse Hill Ward

1.0 Welcomes.

1.1 EO chaired in MA's absence. Apologies delivered by AA. PW was welcomed to the panel.

2.0 Minutes of the last meeting: 4th July 2016

2.1 Minutes were agreed.

3.0 Matters Arising & Actions.

3.1 EO ran through action log. For item 20 AR stated that an updated, condensed FAQ page and a google sheet of old FAQs had been created to ensure questions were verifiable, accurate between consultation starting and now, time stamped and tracked. AR suggested the issue tracker can also be used for estate level questions. AR to email Paul Simpson for both sets of FAQs. **ACTION AR**

- 3.2 On item 46 AA explained the estate office will be open from 3/8/16 and is advertised on the website, emails, letters and the Development Management Team (DMT) booklet and newsletter.
- 3.3 EO stated under item 48 that he and AA had discussed a training day on the DMT process for all residents, including young residents, on 13/9/16. AA outlined REP DMT interview training on 5/9/16. EO to confirm time of REP interview training. **Action EO**
- 3.4 AA explained under item 49 that letters were sent on 11/7/16 to tenants already registered on transfer list about their moving options.
- 3.5 EO stated item 50 needed update from NG. EO said IA's are meeting to highlight solicitors they know that can advise on leasehold/tenant matters.
- 3.6 AA explained under item 51 that DMT booklets will be delivered this week and translation/ format information is included. PW asked how the translation service works and the uptake from residents. AA explained the Big Word translation service and the use of door knocking to reach those that struggle with written material. JH stated there was not much take up of translation services across the programme. PW advised statement should explain what the document is about. EO agreed.
- 3.7 Under item 53, AA stated that judicial review statement had been included in the upcoming newsletter.
- 3.8 Under item 55, AA updated that TRA response letter was sent on 7/7/16. AP explained it had not been received. AA agreed to email letter instead. **Action AA**
- 3.9 AA stated under item 56 that TK had received responses to the leaseholder questions. TK had emailed to say that the responses failed to directly answer the questions. NOTE: JH to raise these leaseholder questions during the wrap up consultation on the Key Guarantees. **Action JH/AA**
- 4.0 Housing Management/ Leaseholder s20 Updates.**
- 4.1 AA explained weathertight repairs started on 18/7/16. Platforms have been erected so gutters can be relined and roofs can be checked. The communal balcony walkways are to be re-asphalted and outlets cleared to ensure that water leaves freely. Morrisons have started surveying properties listed on the schedule to ensure that windows and external doors are weathertight. Operatives are working on Chandlers/Papworth Way. JHep stated NG was happy with works and scaffolding had come down on Friday as promised.
- 4.2 AA stated that a property on Chandlers Way was missed from schedule. AA to check property is now included. **Action AA**

4.3 JHep reported splashing on external white boards looks like it has been wiped but needs further cleaning. **Action AA**

5.0 Project Update

5.1 JH updated on voids and explained some are now being used for temporary accommodation. JH stated that some people are wanting to move and are registering for transfers. JH also explained that the refreshed DMT tenders had been received and that they will be looked over in detail this week. AA to send DMT interview details to REP members. **Action AA**

5.2 AA updated on engagement. Door knocking has taken place on 22/7/16 and 1/8/16 to promote the DMT exhibition. AA also outlined upcoming engagement including the estate office, gazebo event and estate walkabouts. AA confirmed home visits have also been taking place with EO and residents have made a range of choices from wanting to stay to wanting to move away.

6.0 Independent Resident Advisor & Resident Reps Feedback

6.1 EO gave freeholder update, explaining that GS is taking a break till the DMT is in place and that GS is not sure if he will join the DMT interview panel. EO is working with 2 other freeholders that are thinking about getting involved in the REP.

6.2 PW stated that her neighbours have discussed the Myatts Field experience, including sound proofing issues and asked if this is a design or workforce problem. PW requested information/explanation of what happened to reassure residents. JH confirmed that an extensive report is being produced through the Council's internal systems and a headline document will be produced for residents outlining the lessons learnt at Myatts Field.

6.3 AP agreed with PW on the Myatts Field problem including the sound proofing and infestations of mice, rats and foxes. AP explained he knows of someone's relative in one block that has their window coming loose from the wall. AP stated that residents don't want to deal with the energy provider EON that is in place at Myatts Field. JH explained that a workstream with an energy consultant has just started to avoid this issue elsewhere.

6.4 AP stated that in one of the DMT tenders, there was not much car parking and enquired if this is still the case. AP explained that public transport is not always reliable and many residents need cars. JHep agreed as he does not want to park his car far away. JH explained no design work had taken place and the DMTs have not been instructed to do any such work yet. JH stated the tenders are only being

assessed on their approach/methodology and not designs as the brief needs to be set first. AR recommended adding car parking to the issue tracker. **Action AA**

- 6.5 PW said she'd been asked 3 times about car ownership so the Council must have the stats available and don't need to ask residents again. JH explained that the Council only got a 50% response rate and that they need 100% to design the new estate accurately.
- 6.6 EO explained it's important for residents to be part of the process and the design stage when this happens. JHep agreed and said he doesn't want to tread water anymore and wants to get involved in the design work.
- 6.7 JH said that during RIBA stage 1, lots of surveys will take place alongside the housing needs assessment. AP said he presumed staff will call back more than twice to ensure all residents are included. JH confirmed that the assessments have to be done with every resident. EO stated that the minute the design process starts, people will start getting involved.
- 6.8 AP stated that there may not be enough ground floor flats for all residents that require them. AA agreed she had met a large number of residents with mobility issues.
- 6.9 JHep added that surveyors also need to be pet friendly when visiting properties.
- 6.10 EO explained lots of leaseholders have been coming to his Wednesday drop in asking for valuations as they may move as they can't afford to stay on the new estate. JH asked if EO talks them through the Key Guarantees. EO stated there is a lack of assurance and people are trying to plan around the fear of the judicial review stopping everything again for months.
- 6.11 EO said the IA's are organising workshops on tenancies and leases once a solicitor is on board. EO explained he has worked with NG and JHep before on tenancies and will work with all tenant reps on the new draft tenancies provided by the Council. EO stated that the IA's look at comparisons between assured lifetime and secure tenancies and leases and feedback all information from the 6 estates to residents and the Council.
- 6.12 JH said IA's would be holding brainstorming sessions with tenants and leaseholders to gather lots of ideas. EO said he will emails tenant and leaseholder reps about sessions. **Action EO**

7.0 AOB

- 7.1 JHep suggested that after his experiences with the TRA and the REP, that minutes are emailed out normally and unless they are very

minor changes, all other recommendations are brought to the next meeting for discussion. Any accepted changes will then be added to the top of the next minutes.

- 7.2 AP agreed this was sensible but that we should also append the amendments to the previous minutes. AA explained this might delay getting the minutes published on the website but would be happy to adopt this method. **Action AA**

Date of Next Meeting:

Monday 12th September 2016