

## Cressingham Gardens - 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: Monday 6<sup>th</sup> February 2017**

### Present:

Mary Atkins- Chair (MA)	Ward Member, Tulse Hill Ward
Julian Hart (JH)	Capital Programme Manager, LBL
Anna Allan (AA)	Housing Projects Officer, LBL
Pamela Woodroffe (PW)	Resident Rep (Leaseholder)
Edward Ogundele (EO)	Independent Resident Advisor, Strategic Urban Future/JVM Ltd (StUF)
Jason Hepworth (JHep)	Resident Rep (Tenant)
Nicholas Greaves (NG)	Resident Rep (Tenant)

### Apologies:

Marcia Cameron (MC)	Ward Member, Tulse Hill Ward
Andy Plant (AP)	Resident Rep (Tenant)

#### 1.0 Welcomes.

1.1 MA welcomed everyone.

#### 2.0 Minutes of the last meeting: 9<sup>th</sup> January 2017

2.0 Minutes were agreed.

#### 3.0 Matters Arising & Actions.

- 3.0 MA ran through action log. Point 61: EO stated that tenancy workshop is on 9<sup>th</sup> February. A lease workshop and valuation workshop will take place shortly. The valuation workshop will be delivered first to officers in late February.
- 3.1 Point 76: MA stated that the regeneration delays document is still being worked on.
- 3.2 Point 77: EO stated he is still waiting for solicitor shortlist from other Independent Advisors (IAs).
- 3.3 Point 84: AA confirmed REP names are on the regeneration website.
- 3.4 Point 86: NG stated that fence was still down at Chandlers Way. AA agreed to bring up with repairs team. **ACTION AA**
- 3.5 Point 87: MC sent email with information from leasehold services regarding service charges. AA agreed to email to REP. **ACTION AA**

- 3.6 MA stated she would get response to leasehold service charge queries. **Action MA**
- 3.7 Point: 88,89,90: AA confirmed the draft DMT contract, comms materials and weathertight team details had been sent to the REP.
- 3.8 Point 91: AA shared stakeholder list with REP.

#### **4.0 Housing Management/ Leaseholder s20 Updates.**

- 4.1 AA explained that the Area Office had moved to Blue Star House and the customer facing team are now at Olive Morris House. Housing management officers will use the engagement hub at 8 Longford Walk when on site.
- 4.2 AA confirmed Edward's poster had been added to notice boards.
- 4.3 AA confirmed the weathertight works are near completion. PW noted that her leak she thought fixed was leaking again.

#### **5.0 Project Update**

- 5.1 JH explained the Court of Appeal had rejected the hearing but the claimant can ask for an oral hearing. The council are in the process of appointing the chosen DMT and will invite them to an upcoming REP meeting.
- 5.2 JH stated the Key Guarantees will go to Cabinet in March. The right to buy issue will be highlighted as not decided on.
- 5.3 JH explained that tenancy and lease workshops are taking place. The timeline will include IAs meeting with lawyers in spring to consider what has been produced so far. Formal consultation will be launched in summer with the view for new tenancies and leases to be adopted by the end of the year.
- 5.4 JH explained that the future housing management set up is ongoing and Altair will be coming to talk to residents about how they can and cannot influence the future service.
- 5.5 NG asked how the service will be monitored and reviewed. JH explained this would be worked through in detail for each estate and issues would be escalated to HFL contract managers.
- 5.6 AA updated on voids, temporary accommodation and buy backs.
- 5.7 PW requested information on prioritisation of buy backs. EO stated it was based on individual circumstances and JH explained once HFL was incorporated, the company will be able to do direct purchases on demand.
- 5.8 NG stated there is suspicion from some owners about prioritisation. EO asked for these homeowners to be directed to him to talk over the issues with the buy-back officer at his drop in.

5.9 MA stated that this should be looked into as a comms issues.

**ACTION JH/AA**

5.10 NG asked if homeowners get more if they wait for a CPO. JH explained that the offer that exists now is the same in the CPO. The difference is that now, homeowners can chose the timescale, in a CPO, the council chose the timescale. Market conditions will also change so house prices may go up or down between now and the CPO.

5.11 NG asked about valuer fees and asked if the cap was £800. EO stated it was £400. NG stated that Neil Vokes had attended Tenants' Council Exec and explained this was the average figure that valuations had cost. EO stated that the buyback officer explains the process in detail to homeowners looking to sell and asks them to confirm quotes before they instruct a valuer.

**6.0 Independent Resident Advisor & Resident Reps Feedback**

6.1 EO gave IA feedback and discussed training opportunities for resident REP members and introduced his skills audit. AA agreed to email audit to the group. **ACTION AA**

6.2 MA stated training would be a good way to encourage people to join REP. NG recommended that the training is accredited.

6.3 PW delivered leasehold feedback and stated that a recent district heating article was worrying including evidence of being locked in to long contracts and poor service. NG also raised concerns regarding district heating systems including frequent breakdowns and high bills and being locked in to long contracts with one supplier. NG also stated that the law for consumers was still lagging behind in protecting consumers' rights on these issues. JH explained he is working on a commercial energy strategy and would like to avoid a central heating plant and instead have a plant for each phase. JH also stated that there is the option to create a framework with several parties providing energy and they will then compete against each other for lower prices.

6.4 NG and JHep confirmed all their tenant feedback had been delivered during the meeting.

**5 AOB**

9.1 No AOB raised

**Date of Next Meeting:**

6<sup>th</sup> March 2017