

## 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 2<sup>nd</sup> October 2017**

### **Present:**

Cllr Mary Atkins (MA) - Chair	Ward Member, Tulse Hill Ward
Edward Ogundele (EO)	Independent Advisor (Public Voice)
Julian Hart (JH)	Estate Regeneration and Housing Delivery Programme Consultant, LBL
Anna Allan (AA)	Project Manager, LBL
Abdul Haque (AH)	Housing Projects Officer, LBL
Nicholas Greaves (NG)	Resident Rep (Tenant)
Fatima Elmoudden (FE)	Resident Rep (Freeholder)
Evette Phipps (EP)	Resident Rep (Leaseholder)
Andy Plant (AP)	Resident Rep (Tenant)
Pamela Woodroffe (PW)	Resident Rep (Leaseholder)
Nick Walford (NW)	Development Manager (Mott MacDonald)

### **Apologies:**

Cllr Marcia Cameron	Tulse Hill Ward Member and Mayor of Lambeth
---------------------	---

#### **1.0 Welcomes.**

- 1.1 MA welcomed everyone and requested for each panel member introduce themselves.

#### **2.0 Minutes of the last meeting: 4<sup>th</sup> September 2017**

- 2.1 Minutes were agreed.

#### **3.0 Matters Arising & Actions.**

- 3.1 EO states that discussion on adult children being suitably housed on the new estate was not suitably recorded. Rachel Sharpe and Cllr Paul McGlone stated they will look into it at the last REP. EO and other IAs across the estates continue to be contacted on this issue, and an appropriate response has not yet been given. JH states that the current policy states that residents will not be given less bedrooms than currently assigned. JH to request an update from Rachel Sharpe and Cllr McGlone on this issue. **ACTION JH**
- 3.2 AH ran through action log with the REP.

- 3.3 Point 76: MA reports that communications will now be delivered in a different way and will have an update forthcoming. Requested that this action item be closed.
- 3.4 Point 113: EO to agree dates with REP members for the housing management training he has organised.
- 3.5 Point 121: REP members advise that they have heard that the exhibition will remain up indefinitely. MA unaware of this and will seek clarification on this information. **ACTION MA**
- 3.6 Point 125: NG and AP report that fly tipping is still occurring on CGE. A sign has gone up at the end of Papworths Way but this isn't sufficient. MA requests that REP members email her individual areas on the estate that require signage so she can request these are added.
- 3.7 Point 128: EO to include update on GLA service charge charter as part of housing management training including service charges, focusing on current service charges and those on the new estate.
- 3.8 Point 130: Feedback session for the housing management consultation to take place after the housing management training so REP members are fully equipped to provide collective feedback. A date to be agreed with REP members.
- 3.9 Point 131: AA/AH to work on delivering mortgage workshops when master planning process beginnings.
- 3.10 Point 132: AH sent latest newsletter to Mott MacDonald team.
- 3.11 Point 133: AH to work with Communities First to consult with residents on the details of joint newsletters.
- 3.12 AH updated the panel on tenant moves and buy backs. AH updated panel on the latest progress on housing needs surveys across the estate. AH to contact REP members to arrange housing needs surveys for those that wish to complete their surveys early. **ACTION AH**

#### **4.0 Project Update**

- 4.1 AA reports that DMT agreement is close to be being signed. JH states that a single clause is being discussed between the two legal teams and a conclusion is expected within two weeks. MA requests to be kept informed of any further delays.
- 4.2 AA requests feedback from the REP on any ideas they have on how residents might want to meet with the new DMT.
- 4.3 NW suggest Mott MacDonald can pick up where they left off at the exhibitions with residents, with another event on site recapping what has happened since the exhibition. They also need to vary the way in which they try to reach residents as an event may not suit all residents. Some may need home visits, door knocking or other forms

- of engagement. MA states that it is important that all forms detail how residents can get involved in the design work that will be occurring.
- 4.4 EP states that it is important that Mott MacDonald can differentiate themselves and make residents feel things are really progressing and the redevelopment will be going ahead.
  - 4.5 PW suggests a video that residents can watch which will give them an introduction and offer the chance to provide comments and feedback.
  - 4.6 AP states that residents do not wish to engage with the council and often throw away items received in the post, so something different needs to be brought forward.
  - 4.7 EO informs the group that he believes that there are only around 40 households that he has not yet engaged with, so the numbers unwilling to engage are not huge. However, there still remain factions and different groups on the estate and this needs to be thought about when delivering the engagement. On other estates EO has experienced the use of videos with young people visiting other estates which is then shared.
  - 4.8 NG states that it is vital that residents have a clear timeline of the next stages so they have an understanding that this is happening and very soon. NG also states that there are more than 3 groups of residents and many sub groups that exist with different views. A number of residents remain completely undecided and these individuals are vital to engage with. Tensions continue to exist on the estate and some residents do not feel comfortable airing their views in a public forum.
  - 4.9 JH suggests that this requires a short period of intense engagement with regular newsletters with short and sharp messages that reach people even at a glance. Videos are a good idea but can be short clips similar to social media forms that deliver the key messages.
  - 4.10 EO reiterates the need to make the hub stand out on the estate so residents all know where it is and can easily identify it. EO gives example of painting the building blue on another estate.
  - 4.11 NW states the feedback has been very useful and there is clearly a need for several events and activities, which need to be intensive early on to identify themselves to residents. MA suggests visual art are included within events so residents can see the progress and events that have taken place.
  - 4.12 JH suggest that there is upcoming half term in October where engagement of young people on Cressingham can be focused.
  - 4.13 AP adds that it is important that language used in communications is not technical and is easy to understand for residents.
  - 4.14 AA reports that the tenancy, lease and housing management consultation continues. The deadline for tenancies and leases is the

3<sup>rd</sup> Nov 2017. Drop-in sessions are taking place on the 11<sup>th</sup> and 18<sup>th</sup> Nov.

## **5.0 Independent Advisor & Resident Reps Feedback**

- 5.1 Freeholder update: FE states she has no freeholder update but will be having a separate meetings with the council on freeholder issues.
- 5.2 Leaseholder update: PW reports she has had no emails from leaseholders. The TRA have stated they do not feel they receive enough feedback from the REP and requested PW share this on a public forum. PW stated she had used a public forum previously and it didn't go well and so will continue to feedback to residents on an individual basis.
- 5.3 Tenant update: NG states he doesn't have an update since the last meeting. AP states he had some Labour representatives on the estate saying the regeneration will not be going ahead. He has also had some feedback on the housing management consultation that he will pass on. Residents are still digesting the information but some have commented on the space for comments being too small. It should be clear for residents that they can add extra sheets.
- 5.4 NG adds that as he has reported a number of times, the booklet text is too small and the grey on white contrast is poor. All booklets look the same so it can be confusing for residents.
- 5.5 AA states that housing needs surveys gather information on residents who have a specific needs in relation to written communication. REP members to be offered their Housing Needs Survey early.
- 5.6 AH to take feedback on booklets to communications team for the programme. **ACTION AH**
- 5.1 IA update: EO advised that REP members will need to agree a date for Housing Management training. It will look at current and future service charges. EO to also organise visit to Stockwell site in relation to district heating and open invite to REP. **ACTION EO**
- 5.2 EO reports a call from Trinity Rise purchaser who is questioning if Trinity Rise properties where ever included in CPO discussions and referenced a board produced by Mott MacDonald at an early exhibition. JH confirmed that this was produced by Mott MacDonald and was not authorised by Lambeth. Mott MacDonald were told to remove this reference for future exhibitions. JH confirmed that Trinity Rise residents were written to following this to clarify the position of the council. JH to look for letter and share with EO.

## **6.0 AOB**

- 6.1 EP reports that leaseholders have received service charge bills for weather tight works which are very high and some works remain outstanding. REPs to email any outstanding issues to MA to raise.

**6.2** AA reports a change in her role. AA will be working on South Lambeth estate and will work on both projects as a replacement is recruited for the team.

**Date of Next Meeting:** 6th November 2017