

Cressingham Gardens - Resident Engagement Panel (REP)

Venue: St Martin's Learning Centre, 220 Upper Tulse Hill, London, SW2 2NS

Time: 7pm-9pm

Minutes of the meeting: Monday 4th September 2017

Present:

Edward Ogundele - Chair (EO)	Independent Advisor (Public Voice)
Cllr Paul McGlone (PM)	Deputy Leader of the Council (Investment and Partnerships)
Rachel Sharpe (RS)	Director, Strategic Programmes, LBL
Rick O'Farrell (RO)	Assistant Director Housing Regeneration, LBL
Abdul Haque (AH)	Housing Projects Officer, LBL
Nicholas Greaves (NG)	Resident Rep (Tenant)
Fatima Elmoudden (FE)	Resident Rep (Freeholder)
Evette Phipps (EP)	Resident (Observer)
Andy Plant (AP)	Resident Rep (Tenant)
Nick Walford (NW)	Development Manager (Mott MacDonald)
Louis Blair (LB)	Resident Engagement (Communities First)

Apologies:

Anna Allan (AA)	Project Manager, LBL
Pamela Woodroffe (PW)	Resident Rep (Leaseholder)
Julian Hart (JH)	Estate Regeneration and Housing Delivery Programme Consultant, LBL
Cllr Mary Atkins (MA)	Ward Member, Tulse Hill Ward

1.0 Welcomes.

1.1 EO welcomed everyone and requested for each panel member and guest to introduce themselves.

2.0 Minutes of the last meeting: 7th August 2017

2.1 Minutes were agreed.

3.0 Matters Arising & Actions.

3.1 NG raises that point 3.3 from the previous minutes regarding the end of the exhibition on CGE is not the end of August but he believes this

to be end of September. AH to double check this information with MA. **ACTION AH**

- 3.2 NG raises that point 3.5 from the last minutes regarding fly tipping and signage going up on CGE may not be accurate. NG reports that he has seen fly tipping recently and has not seen any signage. AH to check with the housing officer for CGE if any recent signage has gone up. **ACTION AH**
- 3.3 NG adds to point 5.5 from the last meeting, that he attended the tree walkabout and found it very unsatisfactory as the housing officer took little interest and there remains an issue of weed trees in the communal areas. AH to report to the housing management team **ACTION AH**
- 3.4 EO ran through action log. Point 76: AH confirmed that MA still waiting for the go-ahead to launch the delays document.
- 3.5 Point 113: EO stated that he has an update on training during his IA update.
- 3.6 Point 127: AH confirmed that housing needs survey information has now been added to the action log.
- 3.7 Point 128: EO advised that he requires further information from the next IA meeting before he is able to update on this.
- 3.8 Point 129: AA sent lessons learnt briefing note for Myatt's Field North to PW.
- 3.9 Point 130: AH advised that AA will speak to REP members about a housing management session when the housing management consultation begins.
- 3.10 Point 131: AA/AH to work on delivering mortgage workshops when master planning process beginnings
- 3.11 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 advised the next group of appointments are due on the week beginning the 18th Sep 2017 and will be on Scarlett Manor Way.

4.0 Project Update

- 4.1 AH reported that the tenancy, lease and housing management consultation booklets are near completion and should be delivered to residents to provide their views in the next two weeks. RO advised that the booklets had gone to print today. AH reported that the individual estates will also be agreeing drop in sessions for residents to discuss their views and report them back.
- 4.2 AH reported that the hard copies of the latest newsletter were delivered across CGE today. Electronic copies had been uploaded

onto the website and emailed to residents and stakeholders last week. LB requested for a copy to be sent to him. **ACTION AH**

4.3 NG queried how often newsletter goes out to residents. AH advised that currently we are doing quarterly newsletters due to the lack of new information to report but once the DMT start and there is more to report to residents we will be working with Communities First to send out more regular newsletters.

4.4 RS suggested that future newsletters are shorter and less glossy so they can be brought out more quickly and have more up to date information. NG suggested that residents are consulted on the future content and layout of newsletters once the DMT start. AH to work with Communities First to consult residents on future newsletters.

ACTION AH

4.5 DMT Update: NW reports that it is expected that the formal contract and specification of services will be agreed and signed in the next two weeks. Once signed it is expected that the project will begin in late-September. NW advises that the first task will be for the appropriate surveys to be completed to fill in any information gaps that may exist. RIBA stage 1 will consist mainly of understanding and developing the brief.

4.6 NW confirms that Mott MacDonald will be the single point of contact throughout the development process. Their intention is that residents understand when and why contractors are on site doing surveys and other tasks.

4.7 LB explained that Communities First will lead on engagement through the development process. They will work closely with Conan and Partners to deliver focus groups on key areas including; design, landscaping and energy. They are aware that affordable energy is a key concern for residents and is an area they wish to focus their engagement on.

4.8 EO suggests that maximising resident capacity is vital to enabling residents to fully engage with the DMT by ensuring they have required knowledge and skills and any gaps need to be addressed.

4.9 NG asked whether the delays in the appointment of the DMT will affect the length of time residents have to consult with them on the design of the new estate. NW confirmed that delays will not shorten the time the DMT take in the consultation and design of the new estate.

4.10 PM requested clarification on when the DMT will have an outline of a timeline for the initial stages of the design work for residents. NW confirmed that due to further information that needs to be gathered

any timelines would need to be dynamic and flexible to accommodate the information that comes to light as surveys are complete.

5.0 Independent Advisor & Resident Reps Feedback

- 5.1 Freeholder update: FE raised service charge concerns. PM confirmed they were aware of these issues.
- 5.2 FE stated that despite being on the REP she hasn't received any clarity on the freeholder offer that she can feedback to other freeholders. EO stated that a freeholder enclave had been discussed and best practice on other estates could be a starting point. RO agreed to discuss freeholder issues with FE separately away from the meeting.
- 5.3 Leaseholder update: PW sends apologies for being unable to attend the meeting.
- 5.4 Tenant update: AP advised that he had been contacted by some temporary accommodation (TA) residents who questioned whether they will be receiving copies of the newsletter. Also highlighted an error in the housing needs survey flyer. AH confirmed that TA residents will receive copies of the newsletter but these will go out separately with a cover letter to clarify that the newsletter is for information only.
- 5.5 EO highlighted that he felt TA residents required more support in rehousing by the council. RS stated the council tries to avoid putting residents in TA wherever possible and tries to rehouse them permanently as soon as possible but supply and budgetary restrictions mean the support available is limited to what they currently receive.
- 5.6 NG highlighted examples he has become aware of on the estate where the rules placed on TA residents in their homes has negatively affected their lives. NG was requested to pass these examples to EO and MA individually so they can be addressed appropriately.
- 5.7 NG stated that the main tenants concerns brought to him relate to fuel poverty concerns on the new estate. Evidence from other estates include no protection against incorrect billing and long contracts being granted to suppliers without being able to challenge services standards. AP adds that from his experience of older district heating systems, they are very unreliable especially in the winter.
- 5.8 RS added that she is aware of resident concern on these issues from tenant's council and has raised these concerns through the appropriate channels.

- 5.9 NG asked if there was any update on initial demolition notices. AH confirmed that they have been delayed until the New Year across the programme.
- 5.10 IA update: EO advised that he is working on providing some upcoming housing management training which will include service charges. EO wants someone he has worked with before to provide this training as they have experience with district heating and keeping costs down.

6.0 AOB

- 6.1 AH reports that high trees have stated that the next meeting will be at the scout hut.
- 6.2 EP suggested the engagement hub as a location for the REP. AP stated that it is not accessible for him.

Date of Next Meeting: 2nd October 2017