

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 4th December 2017

Present:

Cllr Mary Atkins (MA) - Chair	Ward Member, Tulse Hill Ward
Marcia Cameron (MC)	Ward Member, Tulse Hill Ward and Mayor of Lambeth
Edward Ogundele (EO)	Independent Advisor (Public Voice)
Julian Hart (JH)	Estate Regeneration and Housing Delivery Programme Consultant, LBL
Abdul Haque (AH)	Housing Projects Officer, LBL
Fatima Elmoudden (FE)	Resident Rep (Freeholder)
Evette Phipps (EP)	Resident Rep (Leaseholder)
Pamela Woodroffe (PW)	Resident Rep (Leaseholder)
Jason Hepworth (JHep)	Resident Rep (Tenant)
Neil Campbell (NC)	Project Manager (Mott MacDonald)
Leroy Philips (LP)	Resident Engagement (Communities First)

Apologies:

Anna Allan (AA)	Project Manager, LBL
Nicholas Greaves (NG)	Resident Rep (Tenant)

1.0 Welcomes.

- 1.1 MA welcomed everyone and requested for each panel member introduce themselves.
- 1.2 NC introduces himself to the REP and explains his role. NC is the dedicated Project Manager for Cressingham Gardens and reports directly to Nick Walford.

2.0 Minutes of the last meeting: 6th November 2017

- 2.1 PW states that the wording of the point 4.13 is incorrect, and needs to be amended. AH to update minutes with correct wording.
- 2.2 Minutes were agreed.

3.0 Matters Arising & Actions.

- 3.1 AH ran through action log with the REP.
- 3.2 Point 121: MA has requested an update on the CGE art exhibition and is awaiting a response still and will update the REP.

- 3.3 Point 131: AH reports that the mortgage workshops are to be looked at later on in the rebuilding process (after the CPO has been served) as resident circumstances change from now. Independent financial advice is available to homeowners if they wish to discuss their current circumstances. MA states that she still feels homeowners are concerned about their ability to get a mortgage and need advice on this.
- 3.4 JH states that the independent financial advisors role, along with the independent advisor, is to advice residents on their individual financial circumstances. The uptake of the service has been very low.
- 3.5 EO advises that the first port of call should be the resident's bank as they know their individual circumstances.
- 3.6 EO states that financial advice to residents needs to come from someone qualified to provide financial advice. JH confirms that we are able to provide a workshop on the homeowner options and the key guarantees where residents can be sign posted to the independent financial advisor.
- 3.7 MA requests that the leaseholder REPs and freeholder REP ask residents if they would find a workshop on homeowner options and the key guarantees useful. **ACTION PW/EP/FE**
- 3.8 EP asks what the difference is between seeking advice from your bank and the independent financial advisor would be. JH answers that the independent financial advisor has expertise in the field of shared ownership mortgages and understands the whole market. The bank may only be able to give advice on their own products.
- 3.9 MA requests details of the independent financial advisors and the service offered to be passed to the REP and be included in the next newsletter. **ACTION AH**
- 3.10 Point 136: AH updates that feedback on consultation booklets was sent to Comms Manager who has advised that RNIB guidelines to be followed for future documents and to be shared with the estate teams before sign off.
- 3.11 Point 137: AH shares "Selling your home to the council" booklet with REP which details the process for council buy back of homeowner properties.
- 3.12 Point 138: January 2018 newsletter to include an article on the next steps on tenancy and lease consultation.
- 3.13 Point 139: AH reports back on data analysis that will be provided as part of the tenancy and lease consultation. The analysis on the feedback will be mainly qualitative as most questions allowed residents to give an open answer. Some questions will allow for quantitative data also.

- 3.14 Point 140: AH reports that tenure percentages have been checked and REP representation remain the same. JH asks that the percentages are double checked for accuracy.
- 3.15 Point 141: NC shared details of other developments Mott MacDonald have worked on. MC asks if MM have worked on other development situated near a park. NC responds that Wandsworth development included a large amount of landscaping and also highlights that MM understand that developments need to be in keeping with and represent the surrounding area.
- 3.16 MC asks how DT have engaged with residents on other estates. LP explains that the approach has included standard approaches such as; site visits, door knocking, workshops, pop ups, but a lot of the approach will be determined by how residents want to be interacted with and what approach works best on Cressingham Gardens.
- 3.17 Point 142: ID has been organised for members of the DT.
- 3.18 AH updated the panel on tenant moves and buy backs. AH updated panel on the latest progress on housing needs surveys across the estate. Added that the bulk of outstanding properties have been written to for visits before the New Year.

4.0 Weather tight works and service charges

- 4.1 FE states that freeholders have been incorrectly billed and this has been very difficult to resolve. The works were poorly managed and also not signed off properly causing many outstanding issues to exist. EP reports that she also feel works were poorly managed and cannot understand what works took place for the bills homeowners have been given.
- 4.2 EO states that his role is to advice residents on issues relating to the regeneration of Cressingham Gardens. But he has tried to help homeowners with service charge and weather tight related issues that have been brought to him. EO also wished to highlight that it is important we decide the focus of this REP with the DT beginning work, it should be design focused and other issues need to be raised on appropriate forums. A defects liability period likely still exists for these works, and residents need to be able to report issues they experience through an appropriate way.
- 4.3 MC suggests that a letter needs to go to residents to hold a public meeting with heads of service and councillors to deal with weather tight repair issues and homeowner service charge and billing issues.

ACTION MC/MA

5.0 Project Update

- 5.1 JH informs REP that the consultation on tenancy and lease agreements for homes for Lambeth is due to go to cabinet on 22nd January 2018.
- 5.2 AH updates that the scope of requirement for the Independent Advice Service for the CGE has been shared with the REP for comment. A REP member has suggested that confidentiality between IA and residents is vital and needs to be included within the scope. MC states that confidentiality will give residents confidence when speaking with the IA. JH states that this is something that can be included in the contract or as a separate agreement.
- 5.3 Design team update: NC updates that the DT has run two meet and greet workshops so far and have been able to meet some residents. They are now focusing on mobilisation and design strategy and resident engagement strategy. MA asks if this can be shared with the REP, NC confirms it can be but this will be a live document that is updated as more is learnt about the site.
- 5.4 MC asks how young people will be involved. LP states that the approach needs to be different for the different age groups of young people. Young adults, teenagers and children all engage in different ways. PW suggests that design applications or computer games would likely appeal to a lot of younger people to engage in the design of the new estate. MC adds that engagement doesn't have to be restricted to design only but related areas such as construction learning or apprenticeships could help the young people of the estate.
- 5.5 NC reports that site visits and engaging residents on the site surveys is an early priority. JH states that a communications protocol will need to be agreed for site surveys on how residents are kept informed.
- 5.6 MA requests another article requesting for more REP members is included in the next newsletter **ACTION AH/NC**

6.0 Independent Advisor & Resident Reps Feedback

- 6.1 Freeholder Update: FE states that there is still no update on the freeholder offer on the new estate, and asks DT what their plans are for freeholders. NC responds that this will need to be developed further into the master planning process
- 6.2 Leaseholder update: PW reports that a leaseholder from another new built estate had contacted her to report that an

appliance provided in the new home, has had its manufacturer go bankrupt. What appliances will be used on the new estate to avoid such issues? NC responds to advice that any appliances will depend on the specification of the new homes which will be agreed later in the master planning processing.

- 6.3 Tenant update: Residents are keen to hear from DT on district heating on the new estate.
- 6.4 IA update: No further IA update.

7.0 AOB

- 7.1 PW requests if we have examples of energy efficiency reports on new builds to compare to existing homes. PW shared energy use readings in her own home as an example. NC to look into EPC reports for new builds to share with REP.

ACTION NC

- 7.2 EP adds that she feels its vitality important that we work out how to bring together the different groups on Cressingham gardens. Residents have felt let down by Lambeth over the years and trust has been lost. MA responds to say this will be a long process, and the DT will need to engage the community and try to involve and engage as many groups and residents as they can.
- 7.3 JH also highlights that residents need to make it known the existing issues with Lambeth housing management, and the new estates will go through a procurement process for the housing management service.
- 7.4 8th January 2018 proposed for next meeting. MC to confirm if she is able to chair.

Date of Next Meeting: 8th January 2018