

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 6th November 2017

Present:

Cllr Mary Atkins (MA) - Chair	Ward Member, Tulse Hill Ward
Edward Ogundele (EO)	Independent Advisor (Public Voice)
Anna Allan (AA)	Project Manager, LBL
Abdul Haque (AH)	Housing Projects Officer, LBL
Andy Plant (AP)	Resident Rep (Tenant)
Pamela Woodroffe (PW)	Resident Rep (Leaseholder)
Nick Walford (NW)	Development Manager (Mott MacDonald)
Louis Blair (LB)	Resident Engagement Lead (Communities First)
Leroy Philips (LP)	Resident Engagement (Communities First)

Apologies:

Julian Hart (JH)	Estate Regeneration and Housing Delivery Programme Consultant, LBL
Nicholas Greaves (NG)	Resident Rep (Tenant)
Fatima Elmoudden (FE)	Resident Rep (Freeholder)

1.0 Welcomes.

- 1.1 MA welcomed everyone and requested for each panel member introduce themselves.
- 1.2 AA announces that development management contract with Mott MacDonald has been signed and sealed.
- 1.3 MA extends her thanks to REP members, independent advisor, and council staff in their work to appoint the DMT. MA welcomes Mott MacDonald formally into their role as DMT.

2.0 Minutes of the last meeting: 2nd October 2017

- 2.1 Minutes were agreed.

3.0 Matters Arising & Actions.

- 3.1 AH ran through action log with the REP.
- 3.2 Point 113: EO to run housing management training with REP members on 8th Nov 2017. Service charge training to follow.
- 3.3 Point 121: MA has requested an update on the CGE art exhibition and is awaiting a response.

- 3.4 Point 125: MA awaits REP member emails to advise her on individual areas on the estate that require signage so she can request these are added. AP states that he has emailed residents requested feedback on this.
- 3.5 Point 130: Feedback session for the HFL housing management service consultation to take place 15th Nov 2017.
- 3.6 Point 131: AP reports some owners have reported delays in the buyback process which has affected their ongoing purchases. EO states the process worked well until the buyback officer was off sick and since which the process hasn't worked as efficiently. MA requests clarification on this and guidelines for how long buybacks should take. **ACTION AA/AH**
- 3.7 MA requests if mortgage advice workshops can be brought forward. AA and EO to discuss what can be provided for mortgage advice for residents. **ACTION AA/EO**
- 3.8 Point 133: AH to work with Communities First to consult with residents on the details of joint newsletters. DMT contract now signed this now needs to be progressed.
- 3.9 Point 134: Rick O'Farrell discussed issue on rehousing adult children on the new estates with Rachel Sharpe. Was advised that the existing Lambeth Allocation Policy will continue to be applied.
- 3.10 Point 135: AH contacted REP members to offer Housing Needs Survey visits. MA clarified that she wanted REP members to complete surveys and offer feedback. AH to contact REP members again to clarify this point. **ACTION AH**
- 3.11 Point 135: AH advises that the feedback on the consultation booklets at the last REP were fed back to the Communications Manager. MA requests clarity on this will be implemented in future communications and consultations. AH to request this information from Communications Manager. **ACTION AH**
- 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. NW requested to know what the expected timeframe is to complete all surveys. AH states that we aim to complete the whole estate by March 2018 but this would be dependent on getting access to residents.

4.0 Project Update

- 4.1 AA reports tenancy and lease consultation is now complete and thanks REP for the support in getting responses from residents. Housing management consultation is still on going and residents have until the 15th Dec 17 to provide their responses.
- 4.2 MA reports she received a complaint about the lease consultation from a resident stating its confusing and poor approach. EO states

that he received feedback on the booklets being difficult to follow and having too many questions.

- 4.3 MA asks if there were workshops for residents to support them to provide feedback. AH states that there were drop-in sessions for residents, and market researchers' door knocked the whole estate about the consultation and the number of residents attending the workshops increased.
- 4.4 AP states that there are residents with low literacy levels who may be unable to take part in the consultation and will not feel comfortable coming to officers for support. PW states that some residents are against the regeneration and so do not feel happy providing their views and will their views actually change anything. MA requests that there is newsletter article explaining what happens next with the feedback provided. **ACTION AH**
- 4.5 AP requests to know how the data from the consultation will be presented. Will this include a qualitative and quantitative analysis. AA to find out how the analysis will be presented. **ACTION AA**
- 4.6 AA asks EO to leave the room for the next project update item.
- 4.7 AH reports that the Lambeth Regen Team have been working on framework for independent advice services (IA) that all the regeneration estates can select an independent advice service from. AH will be working with the REP to select the next independent advice service for CGE. AH requests input from the REP on the specific scope of service for the CGE IA contract. REP members will also be required to form part of the interview panel. The panel would preferably made up of at least one tenant, leaseholder and freeholder REP.
- 4.8 PW states that as she has previous experience of being on interview panels it may be an opportunity for other REP members to gain experience.
- 4.9 AP states he may have more tenant REPs interested but we may want to re-think the terms of reference on the tenure make-up of the REP based on the change in the estate wide tenure break up. **ACTION AA/AH**
- 4.10 AH updates that following the signing of the DMT contract a number of communications have gone out to residents to inform them. Including emails, blogpost, newsletters and a letter from Cllr McGlone is to follow. AH updates that initially two meet and greet drop-in sessions have been agreed for 15th and 22nd Nov so residents can informally meet the DMT straightaway. Information has gone out to residents to inform them of the drop-in sessions.
- 4.11 NW states that they aim to informally meet residents in the first drop-in sessions, speak to them about their role as the DMT and discuss a broad timeline of events. MA requests information on previous

developments Mott MacDonald have worked on. NW to provide this information. **ACTION NW**

- 4.12 LB requests that if any residents would prefer a home visit, then to please let the team know and they would be happy to visit residents. LB also states that initially as part of the engagement team they are keen meet key residents on the estate that speak to others on the estate so they can understand issues on the ground.
- 4.13 PW asks how they plan to deal with residents with language barriers. LB states that they would seek some guidance from Lambeth on who these residents may be and what the barriers are. Where there is a need they would look to use interpreters to engage with those residents. AP suggests visits to these households happen after school hours as often the children in the households act as translators.
- 4.14 MA requests to understand what ID DMT will have to identify themselves to residents. NW states that they can ensure DMT members have ID and also suggested branded fleeces so residents can identify them. **ACTION NW**
- 4.15 LP introduced himself to the REP and detailed his past experience.
- 4.16 MA states that it is important that TAs are communicated too also through the master planning process.

5.0 Independent Advisor & Resident Reps Feedback

- 5.1 Freeholder update: No freeholder REP present.
- 5.2 Leaseholder update: PW states that she believes residents will have many questions about the build standard of the new homes especially with the current water ingress issues and the Myatts Field North issues. MA states that there is a lessons learnt article and video on Myatts Field North available online. [AH to enter link to video in final draft] AA states that site visits organised by Mott MacDonald to other estates they have worked on can help alleviate some fears.
- 5.3 PW reports that some shared owners are concerned that the new lease may mean they can be evicted for anti-social behaviour unreasonably. EO advises that evicting for anti-social behaviour is very rare and difficult for a landlord to undertake. HFL would need to show clear evidence that anti-social behaviour was occurring and a judge would need to give possession in a court. Therefore, false claims of anti-social behaviour would not lead to residents losing their homes.
- 5.4 Tenant update: AP received a number of items feedback from residents in relation to tenancy and lease consultation. Residents have passed these back to Lambeth individually but he collected some comments for feedback to the REP.

- 5.5 Residents are concerned with the restrictions on pets on the new estate. Vulnerable residents with dogs and cats especially roaming cats would like clarity on this issue on the new estate.
- 5.6 Residents are concerned about credit checks due to be undertaken on residents before the signing of their HFL tenancies, and how this may affect their credit history.
- 5.7 The leases used are based on a HCA template, will these be the final leases also. EO responds to say HCA lease was used as a template and a final lease will be agreed following the conclusion of the consultation.
- 5.8 Will residents have the protective right to buy. AA answers that this issue being consulted on as part of the tenancy consultation.
- 5.9 Residents have raised concern that the HFL 'Ownership and Stewardship' panel only has one tenant member representing residents and their needs to be more equitable resident representation on the panel.
- 5.1 IA update: EO reports that the HM training is due to go ahead on the 8th Nov 17. A further service charge specific session will be organised in due course.

6.0 AOB

- 6.1 AA will be working on South Lambeth estate and will work on both projects as a replacement is recruited for South Lambeth estate.

Date of Next Meeting: 4th December 2017