

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 14th May 2018

Present:

Edward Ogundele (EO)	Independent Advisor (Public Voice) <i>Temp Chair</i>
Anna Allan (AA)	Project Manager, LBL
Pamela Woodroffe (PW)	Resident Rep (Leaseholder)
Nick Walford (NC)	Project Lead (Mott MacDonald)
Jason Hepworth (JHep)	Resident Rep (Tenant)
Abdul Haque (AH)	Housing Projects Officer, LBL
Fatima Elmoudden (FE)	Resident Rep (Freeholder)
Evette Phipps (EP)	Resident Rep (Leaseholder)
Mabel Ogundayo (MO)	Resident Engagement (Meeting Place)
Tom Byrne (TB)	Resident Engagement (Meeting Place)

Apologies:

Julian Hart (JH)	Estate Regeneration and Housing Delivery Programme Consultant, LBL
Marcia Cameron (MC)	Ward Member, Tulse Hill Ward and Mayor of Lambeth
Cllr Mary Atkins (MA) (Chair)	Ward Member, Tulse Hill Ward
Neil Campbell (NC)	Project Manager (Mott MacDonald)

1.0 Welcomes.

- 1.1 EO welcomed everyone and delivered apologies.
- 1.2 As the new Engagement team were attending their first REP, the whole panel introduced themselves.

2.0 Minutes of the last meeting: 9th April 2018

- 2.1 EO ran through the minutes from the last meeting.
- 2.2 Minutes were agreed.

3.0 Matters Arising & Actions.

- 3.1 AH ran through action log with the REP.
- 3.2 Point 153: Design Team are working on updating the factsheet on affordable housing including average rents.

- 3.3 Point 154: Design Team to include London Plan information in future newsletters.
- 3.4 Point 155: Design Team to present updated information sheet on accessible units during Project Update.
- 3.5 Point 156: Design Team to present updated information sheet on energy performance during Project Update.
- 3.6 Point 157: AH updated void log to include information on non-occupied voids
- 3.7 Point 158: Newsletter went out to the estate which included an article introducing the new engagement team and their role to residents.
- 3.8 Point 159: EO to raise homeowner questions during homeowner update.
- 3.9 Point 160: Regeneration website has a design team page which now has signed off fact sheets.
- 3.10 Point 161: EO is working on the terms of reference and will aim have this prepared for the re-launch of the REP.
- 3.11 AH ran through void log and new columns on un-occupied voids. AH advised that the team will continue to contact outstanding households to complete housing needs surveys.

4.0 Project Update

- 4.1 AA introduces Mabel and Tom from Meeting Place Communications who will be the resident engagement lead for the Design Team.
- 4.2 TB introduces himself and MO and provided details of the wider team that will be supporting them on resident engagement on CGE.
- 4.3 TB explains that their initial focus will be on understanding the history of the estate, how residents have been engaged with in the past, what they found useful and how they would like to be engaged going forward. They want to start by door knocking the estate to meet residents and begin to understand their views on the above.
- 4.4 TB also explains that they understand enthusiasm for the REP has declined and they would like to think about how the REP is moved forward to improve its effectiveness and requests REP member input on this. They would also look to input the feedback from residents from the door knocking into developing what changes could be made to the REP.
- 4.5 PW asks what languages are spoken within the team to deal with residents who require communication in a different language. MO explains some languages are spoken within the team but they have access to translation services that they have used successfully on other projects. MO also adds that they will look to collect information from residents on languages they would like to be contacted in during

- door knocking. AA adds that this information is also collected as part of the housing needs surveys.
- 4.6 FE states that the current design team drop in is not suitable for working residents. TB responds to say that the timings of drop-ins are not set and can change to meet residents' needs, the information gathered from the door knocking will feed into this. They will also have other forms of engagement to meet resident's needs including workshops, online and one to one.
- 4.7 JHep asks when they expect to complete the programme of door knocking. TB responds to say they don't have a set date but will look to complete it as soon as possible looking to start the week beginning the 21st May 2018. They will door knock at different times to get as many residents as possible and can also get support from their wider team.
- 4.8 FE asks what plans there are currently and what was presented to Lambeth. TB explained that no plans currently exist and nothing has been presented to Lambeth and it is their role to work with residents to deliver the master plan over the coming months.
- 4.9 FE asks what will be done for local transport as the current buses are already very busy during peak times. TB explains that transport and other local infrastructure will need to be investigated to ensure it can support the new homes being delivered.
- 4.10 EO ran through the timeline for the design team so REP members can understand the master planning process and what stages will be happening next. EO also adds that the study visits should take place as soon as possible so residents can use the experience during engagement on design work.
- 4.11 NW runs through the surveys that have taken place on the estate and also upcoming surveys. NW explains what information is gathered in each survey and how it feeds into the design team's work.
- 4.12 NW also adds that he is keen for REP members to spread the message of the work the design team are doing and encourage residents to get involved.
- 4.13 EP states that she feels the council need to reiterate to residents that the regeneration will be going ahead in writing and the design team need to be strong in their stance that things will be going ahead.
- 4.14 EO adds that he feels bringing the study visits forward and showing residents the outcome of the visits will be a good motivation for residents to get involved
- 4.15 EP states that she feels it that they should try to engage residents that are against the regeneration as she feels they have a lot of knowledge to add.

- 4.16 MO confirms that they will be sending out the same messaging to all residents and want to involve any resident regardless of their view on the regeneration of CGE.
- 4.17 TB present factsheets that have been worked on by the design team following feedback at the last REP. EO asks if these will be available on the website for residents to read. AA confirms that once the factsheets are agreed they will be uploaded to the website and also available for residents to read in the Hub.
- 4.18 REP members give feedback on the factsheet on private and communal spaces. PW feedbacks that the images are too small and the colour of the text is difficult to read. EP adds that the mixing of communal and private spaces is a little confusing. TB to feed this back to the design team to make changes. **ACTION TB/MO**
- 4.19 EP states that she doesn't want a smaller home and wants to know the sizes of new properties. NW responds to say that later in the design process they will be able to show comparisons between the sizes of the new homes and current homes. They will also be able explain the planning policy requirements that inform space standards.
- 4.20 EO asks if summaries of the survey findings can be provided to the REP. NW confirms that summaries can be provided to the REP and adds that in some instances further surveys are required if the initial surveys indicate these are required. **ACTION NW**
- 4.21 Lambeth Update: AA states that following the production of the first HFL booklets, the LBL team will be working on the HFL guidelines for materials going out and would like resident input in putting this together. AA offers REP members to be involved in helping produce these guidelines.

5.0 IA/Resident Reps Feedback

- 5.1 Freeholder update: EO provided the freeholder questions on service charges and requested that they be responded to. AA confirms that these will be passed to Cllrs so they can raise a member's enquiry. **ACTION MA/MC**
- 5.2 Leaseholder update: PW reports that some tenants have asked about moving out of the borough and what they need to do. EO responds to say they should be referred to him so he can provide advice based on their individual circumstances.
- 5.3 Tenant update: JHep states he doesn't have anything to update but felt it was a productive REP meeting.

5.4 Independent Advisor update: EO updates that at the most recent Independent Advisor Meeting there was a discussion about the lack of good news for residents.

6.0 AOB

6.1 AH explained the prioritisation process for buybacks is still in place and anyone with any interest in buybacks should contact him. EP and FE requested that Expression of Interest forms. **ACTION AH**

6.2 EO reports that following the 25th May due to new GDPR legislation he will only be replying to emails to his Public Voice email address. Also he will deleting all previous data he had on residents and will seek appropriate consent from residents going forward.

Date of Next Meeting: Monday 4th June 2018