

## Cressingham Garden Estate - Resident Engagement Panel (REP)

Venue: 8 Longford Walk, Cressingham Gardens, SW2 2NH

Time: 7pm-9pm

Minutes of the meeting: 5<sup>th</sup> December 2016

### Present:

Cllr Mary Atkins – Chair (MA)	Ward Member, Tulse Hill Ward
Julian Hart (JH)	Capital Programme Manager, LBL
Anna Allan (AA)	Housing Projects Officer, LBL
Pamela Woodroffe (PW)	Resident Rep (Leaseholder)
Nicholas Greaves (NG)	Resident Rep (Tenant)
Edward Ogundele (EO)	Independent Advisor, Strategic Urban Future/JVM Ltd (StUF)
Graham Hishmurgh (GH)	Senior Consultant, Altair

### Apologies:

Marcia Cameron (MC)	Ward Member, Tulse Hill Ward
Andy Plant (AP)	Resident Rep (Tenant)
Jason Hepworth (JHep)	Resident Rep (Tenant)

### 1.0 Welcomes.

1.1 MA welcomed everyone including GH and delivered apologies.

### 2.0 Minutes of the last meeting: 7<sup>th</sup> November 2016

2.0 No amendments were put forward. November minutes approved.

### 3.0 Matters Arising & Actions.

3.0 MA ran through action log. Point 61: EO is organising new tenancy and lease workshops in the New Year. JH confirmed a tenancy/lease programme workstream will be produced in Jan 2017.

3.1 Point 77: Solicitor shortlist for leases and tenancies is on hold and Independent Advisors (IAs) from PPCR are leading on this. NG stated the list should be shared with Tenants' Council Exec (TCE) to fit with the council's coproduction model. EO agreed to share list for information only. **ACTION EO**

3.2 Point 69: Weathertight works: AA confirmed a clerk of works is checking repairs. NG stated that gutters at Chandlers Way still need replacing and requested contractors take care of rain gardens when erecting scaffolding. PW stated her issue was resolved but she never got the job number and still won't know if it works till it rains. NG also stated that contractors are still parking on the conservation area. AA to speak to area office. **ACTION AA**

- 3.3 Point 70: Mortgage factsheet: AA confirmed that mortgage information will be added to the regeneration website once the updated Key Guarantees have been to cabinet.
- 3.4 Point 75: Timeline Posters: AA to print more copies to be added to estate notice boards. **ACTION AA**
- 3.5 Point 76: Resident delays document: MA is waiting for political clearance before it can be released. **ACTION MA**
- 3.6 Point 78: Information on other estates: AA stated that Myatts Field North and Clapham Park have not shared service charge, council tax or rent breakdowns. MA said a member's enquiry could be done. EO said his contact advised looking at old and estimated service charge statements and comparing them with housing association statements for converted and new blocks. EO agreed to work with PW on service charges. **ACTION EO**
- 3.7 NG stated that a freeholder had a poor experience when questioning their service charge with the council. PW stated the problem is with the cost and the way the council deal with it. EO explained that S20 works were added to service charges and this was causing the issue.
- 3.8 Point 81: Altair workshop for TCE: NG stated this had not been organised. NG took GH's details to send to TCE to organise a meeting. **ACTION NG**

#### **4.0 Housing Management/ Leaseholder s20 Updates.**

- 4.1 AA stated weathertight repairs are continuing and the site manager Joel was now being joined by Sean to assist on the programme.

#### **5.0 Project Update**

- 5.1 JH explained the council are still awaiting the outcome of the Judicial Review (JR). AA updated the panel on moves, temporary accommodation and the work with Crosby Walk residents.
- 5.2 JH stated the Key Guarantees would be going to Cabinet in January 2017. The Cabinet report appendices will include comments received and whether the council agrees with them or not. JH explained that the principles in bold will not change, but the mechanisms underneath may change and the revised booklet will be prepared by end of February 2017.
- 5.3 JH asked EO to leave the room to discuss the IA extension. JH explained the commitment to have an IA for the lifetime of the regeneration. This service will be re-procured in early 2018 but for the meantime, JH asked the panel if they wanted to extend EO's contract for a year while the council prepare to go out with a competitive tender. The panel unanimously agreed to maintain EO as the IA. EO then returned to the room.

5.4 NG asked about Christmas activities. EO stated his Christmas drop in with AA is on 14<sup>th</sup> December for all residents.

## **6.0 Future Housing Management Strategy for HfL with Altair**

6.1 GH explained that Altair has been working on the future housing management strategy for Homes for Lambeth (HfL) and is keen to talk about the current housing management service and look to the future HfL service.

6.2 The panel took part in an interactive session discussing what works well, what the challenges are, engagement levels and what the residents want from the new service.

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

7.1 EO delivered freeholder feedback, including requests for average prices of properties sold to be published. JH stated that the sale prices are made public after 3 months so can be used at future valuation workshops.

7.2 PW delivered leaseholder feedback, stating that she had been asked by other leaseholders for information about the DMT site visits. PW stated that some residents still think they have to move twice. EO confirmed that lots of people ask about this alongside the option to return. JH stated that everyone has the option to return, but they will be at the back of the queue and few take it up the offer. NG asked about residents that need to move due to medical concerns from building work. JH explained that the local lettings plan will deal with who gets priority and this will be developed with residents.

7.3 NG delivered tenant feedback and explained he had spoken to EO regarding the Key Guarantees. NG stated the rest of his issues has been brought up already.

7.4 EO delivered Independent Advisor feedback and said that whatever the JR result, it had been a good year. EO thanked the panel for keeping him on and said that everyone is doing a good job.

## **8.0 AOB**

8.1 MA said it had been a difficult year but she wanted to thank PW, NG, JHep and AP for sticking with it. JH agreed and said that a push for new members will take place in the New Year once things get going. EO said his thanks would be at his drop in on 14<sup>th</sup> December.

8.2 AA asked if members were happy to hold future meetings at 8 Longford Walk, the panel agreed.

**Date of Next Meeting:** Monday 9<sup>th</sup> January 2017