



Minutes of the 4EF Meeting

Thursday 18th November 2021

Present

Residents: Candida (chair), Arthur (mins), Jenny, Maggie, Kim, Maureen, Jill, Lesley, Daniel, Glen

Advisor: Mike

Apologies: Jackie, Ahmed, (Eliza, Deidre, Dan, Pam, Juliet)

Minutes – these haven't been printed out as the Housing office isn't open. We will try to do this for the next meeting.

Arthur

Mike's reports (see attached)

1. They have committed to build to the new size standards which are quite generous but where some properties that are already bigger, OH has agreed to match residents current sizes, (Kedge has some larger living rooms)
2. The "paying my old council tax" guarantee is not agreed to so that is the main extra expense residents will face
3. Joint Ventures (JV) are not a good way of getting affordable social housing. OH do not want to build independently as "we are not builders". Should we lobby OH to find ways to maximise the social housing, eg a more than a 50:50 split. The developer provides a lot of the money by borrowing so tend to drive the project in their own interests rather than addressing the housing problem
4. When leaseholders need to transfer their mortgages to their new property this is not a straightforward process and they often have to renegotiate and get a higher rate. Is there a way to "port" the mortgage.

Samuda

5. OH has contacted residents of certain blocks on Samuda, labelled Samuda South, to see if they would be interested in looking at regeneration of their blocks/ area. This includes Kelson.
6. Are OH trying to do this on the cheap as there do not seem to be proper resources for any consultation.
7. Mike has submitted some questions to Paul and he has responded (see attached doc)
8. Are there advantages to having one developer partner for all the regen projects or have a different one for each site?
9. Is all this regeneration profit driven?
10. The 4EF needs to insist "if you are going to do this there needs to be a best practice bottom up process"

11. This needs to start with a “manifesto” – a document of expectations from the residents and this forms the basis of the way the regeneration goes forwards if at all. This would be done with funding for an ILTA (Independent Leasehold and Tenant Advisor) that works with the residents independent of OH.
12. OH would have to develop a masterplan for the whole of Samuda for this to be acceptable to residents. You cannot regenerate a whole estate piecemeal without having an overall vision.
13. The GLA’s guidance on Regeneration says you should start with a vision, then develop the masterplan from that. This would be necessary for any grant funding from the GLA.
14. The GLA Grant would also be dependent on a residents’ ballot to give the go-ahead. This has to be the whole estate. North Samuda would be voting about what was going to happen on South Samuda when there may not be any plan for the North.
15. The 4EF may host a meeting on Samuda for residents to discuss their response and possibly set up a group to represent their interests. Publicity for this needs to reflect the risks to their home if any regeneration is handled without residents having a degree of control over the process. OH has not got the trust of residents to take this on.

- Why now during a nearby regeneration ballot and a local Council election? – The engagement work that has now commenced is very ‘light touch’ and will consist of a digital social media survey and (probably) some door knocking as well. If there is support for a regeneration approach, then there will be follow-on work to set up a resident steering group. This will likely take a few months and will be focussed on those residents who have expressed an interest. By the time we are ready to start full consultation with the whole resident community the ballot and election will have concluded. This survey is the very tentative beginnings of what could be a long process of consultation.
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- Why now with lack of resources? – We have successfully recruited additional staff into the Island Regeneration Team who will be managing this project, while reporting into myself as the Head of Island Regeneration. There isn’t a lack of resource within the team.
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- Who chose the "area"? – No one person or party has identified this ‘area’. Through the information we received from the 2017 stock condition survey as well as feedback from internal teams and informal comments from residents, we believe that there could be a desire for regeneration from the resident community and possibly an opportunity to improve the area and provide new housing. The survey that we carried out via door knocking/phone calls at Kelson House in 2020 seemed to support this view. We spoke to 110 of the 145 households in Kelson House and 95% supported an option appraisal to consider regeneration. The social media survey that is currently underway is simply intended to get a sense of whether there is an interest (among the resident community across all 4 blocks) in us considering regeneration.
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- Why are you talking of options appraisal when good practice dictates a vision/masterplan out of which fall the options? – We are going to be taking a different approach to option appraisal here due to the number of homes potentially affected and it is very much along the lines you suggest. We will be looking to create a vision or masterplan in consultation with residents, which will then dictate a smaller number of options to be explored further (again

through consultation). This is still an option appraisal process, just a different format to the appraisals we have carried out previously on smaller project areas.

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- Samuda is an estate, and all residents will be balloted. How will this work when half the estate is not included? – At an appropriate time during the consultation process the engagement work will expand to involve the wider estate. We will respond to feedback from residents - if there is an appetite amongst the community to look at the wider regeneration of the estate, we will take this on board. It should be noted that we are talking about an engagement/consultation process that will take a few years – we would not expect a ballot before late 2023/2024.
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- Samuda has been neglected since stock transfer. How will you deal with accusations that this neglect has been deliberate to suppress leaseholder values? – This is an accusation that gets levelled at many regeneration proposals regardless of landlord. There has not been any deliberate neglect of these buildings, or indeed of any of our stock. We have for example completed some significant work to Kelson House over the last couple of years – including replacing the windows and doors to all properties, completing cladding removal and fire stoppage work around the pipework and installing new fire doors in the communal areas. If challenged on this point we would highlight that as a regulated social landlord, we are required to maintain our stock to a certain standard. We will continue to properly maintain and repair through any regeneration process.
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- Viability with so many leaseholders in Talia & Halyard. Can you afford an option where Kelson isn't redeveloped? – We can't answer that question yet. Financial viability assessment is obviously a key part of the option appraisal process and options will only proceed to a ballot stage if they are affordable and deliverable.
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- The questionnaire is too simplistic for such a complex matter, we understand the need for simplicity, but being too simplistic can mean the questions are leading as well as not delivering the information required. – All the questionnaire is asking at the moment is whether residents would be interested in us exploring options for the regeneration of the area. It is a simple question. There will be a much longer, detailed and complex consultation process should we move forward into an option appraisal. This will of course address all the complexities inherent in whatever options are developed.
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- Anyone can answer the digital survey, it has been explained that through IP addresses duplicates can be uncovered but what about voting from New Union Wharf or Amsterdam Road for example? – The IT technology we are using allows the survey to be quite geographically specific, although it is likely that some people who don't live in the blocks in question (but live nearby) will see the survey appear on their social media feed. The survey does ask people to specify whether they live in the blocks or not.
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- Are you going to doorknock or does the lack of resource mean you're doing this with less resident input than the other local schemes? – We will certainly carry out door knocking as part of the wider consultation process. Whether or not we carry out door knocking in relation to this specific social media survey depends on what level of response we receive. Our approach to engagement will be similar to what we have done on other regeneration projects, in that we will look to build strong trusting relationships with the community – this will involve (among other things), door knocking, 1-2-1s, workshops, exhibitions, and resident meetings, as well as some online engagement.

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- How are you addressing digital exclusion? – Following our experiences during the pandemic we will be adopting a hybrid approach to engagement and consultation. There will still be a significant focus on ‘traditional’ methods of engagement – such as door knocking, resident meetings, exhibitions and drop ins etc. But we will also be using digital technology to a much greater extent than we did pre-pandemic – so we will have ‘hybrid’ meetings that are both in person and accessible online, we will have online versions of exhibition materials, we will use social media surveys etc. We will be using a broad range of engagement techniques to ensure we are as inclusive as possible. If residents find it difficult to engage through digital means, then we will provide an alternative method of engagement.
- One Housing didn't listen to us or answer straight questions on the merger, why should we believe you now? – We would hope that we have demonstrated over the last 3-4 years that we are committed to a transparent and collaborative approach to regeneration.
- Is this one project too far. Are you over-stretched? – No, we are not overstretched. We have recruited new staff into the team to manage the increased workload.
- Why were letters not sent to named residents? Do you not know who lives in these properties? – We know the names and details of all the One Housing tenants and resident leaseholders across the blocks. We may not know the details of any private tenants that are renting from investor leaseholders. We addressed the letters to a general audience to simplify the printing and delivery process.
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- You say that the stock condition of Talia, Halyard and Dagmar is similar to Kelson. Is this the truth? Kelson is completely different construction. Your report on Kelson published in June 2019 said - "the fabric of the building is robust and we believe there are no issues relating to its structural integrity". Has anything changed? – No nothing has changed. The age-related issues affecting Kelson House are also typical in the neighbouring blocks as well. There are of course conditions that are unique to Kelson House as a result of it being so much taller than its neighbours, but there are also strong similarities in the living experience of all four blocks.
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- In the December 2020 update report One Housing gave details about how many residents they'd spoken to by tenure and how many were overcrowded. How much has the population churned since that report? – Our annual turnover rate for voids is typically 3 to 5%

Yours Sincerely

Paul Handley
Head of Island Regeneration



Report of the Independent Advisor

22nd February 2022

Kedge, Starboard & Winch Resident Steering Group

- The RSG met this month via Zoom.
- OH gave an update on the following:
 - PRP the architects gave a summary of the feedback from the design events held in November last year. Some of the block formations changed slightly resulting in a larger, more enclosed, open space in the middle of the development. Still 278 homes on the site. There will be some roof terrace overlooking Tiller Road and there will be 20 re-provided parking places. Residents at the November events were generally supportive of the new development. Some concern was raised about potential noise from the roof terraces.
 - Residents were concerned about how any design changes will affect services provided and the level of service charges. OH said that as the scheme will continue to change and be tweaked throughout the detailed design information on service charges costs will be provided.
 - PRP summarised some of the internal designs of flats that had changed through resident feedback such as open plan living areas, storage space, separate bathrooms and WC, windows that residents could clean themselves, and floor to ceiling windows.
 - The OH team are still carrying out 1-2-1 interviews with those residents who did not attend the event – so that a fuller picture is available on residents views. These 1-2-1s should be complete in the next couple of weeks and this will be followed by a feedback report on residents comments to be taken forward to the next stage of the design process with workshops in March/April.
 - 10% of residents have been uploaded to the LBTH bidding system with their priority bidding numbers. There are still issues with this and a meeting is being held with residents on Thursday.
 - The first person to be decanted off the estate is due imminently and it is an adult child of a tenant.
- The recruitment of the Joint Venture is underway. The prospective bidders for the Joint Venture (JV) company have been short listed to three organisations – Mount Anvil, Hill and Taylor Wimpey. The procurement process will involve RSG members meeting the three shortlisted companies in an informal walk around the estate on 1st March 2022. This will be followed, at a later date, by formal questions in an interview setting.
- The RSG meet again next week.

Alice Shepherd House & Oak House Resident Steering Group

- Residents have now received the offer document. Four open days are being held in the car park, the final one between 11am and 2pm on Saturday 26 February 2022, so that any questions that residents have can be addressed so that they have all the information to hand prior to the ballot.
- Members of the Resident Project Group wanted the offer document delayed for more time to consider and make amendments. One Housing wanted it to go out now so that the ballot is completed prior to the upcoming local elections. The ITLA and myself held a number of

meetings in the days leading up to the offer document going out, pressing One Housing to concede changes. We got the following final concessions:

- Including both of the redevelopment options worked up by residents in the offer document as residents want to discuss their favoured one on the left below with LBTH planners in the year leading up to the planning application going in if residents are successful.



- Setting out that if the surpluses on the private homes for sale is greater than anticipated, density can do down.
- Clarifying that those residents who want to move twice to protect their river views, will have their removal costs paid twice.
- Stronger wording on all new homes to be the same size or larger than the existing home and have a decent sized outdoor space for a table and chairs
- Resident car owners who currently have a permit to park in the street will be able to keep this and those who park in the Alice Shepherd House car park will be able to park in a new parking space on the estate after the regeneration and that One Housing will also work with residents who require a disabled parking space to retain this within easy walking distance of their home.
- Confirmation that One Housing are committed to making sure service charges are kept as low as possible and that they will consult with residents in detailed design stage after the ballot about what type of services are provided.
- Confirming that in line with current building requirements there will be no gas supply to any new home and that if residents currently have a gas cooker One Housing will provide a replacement electric cooker for them.
- Allowing residents to choose their own removal company, and OH will foot the bill, if they do not use the one provided by OH.
- The ballot opens on Tuesday 1st March 2022. The ballot will last for 24 days and closes at 5pm on Thursday 24th March 2022. Those that can vote are: social tenants (i.e. those that are named as a 'tenant' or 'joint tenant' on their tenancy agreement); resident leaseholders who are named on the lease and have been living in their property for at least one year prior to the publication date of the Landlord Offer: and residents who have been on the



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council's housing register for at least one year prior to the publication of the Landlord Offer. There is no minimum turnout needed and only the votes cast will be counted. The result will be based on a simple majority – in other words whichever option (yes or no) receives the highest number of votes cast will decide if the proposals go ahead or not

- On Thursday 24th February 2022, the ITLA and I have arranged a meeting with residents to discuss the offer document, so that residents have as much information as possible before they vote.

Kingsbridge Resident Steering Group

- The drop in consultation on the financial implications of each option for leaseholders, was held on Wednesday 2nd February 2022. Most of the attendees were non-resident leaseholders
- As a reminder there are three remaining options:
 - Option 1 – Business as usual
 - Option 4A – Demolition and redevelopment of Michigan House and refurbishment and extensions to the 1930s blocks
 - Option 6 – Full Redevelopment
- At the exhibition One Housing revealed that there will be no recharges to leaseholders in option 4A but they will all need to agree to certain works as they need to include all homes in those works. Everyone will be required to move out of the blocks temporarily whilst the work are done, however non-resident leaseholders will not be provided with temporary accommodation.
- There will be a Zoom meeting for leaseholders on Wednesday 2nd March 2022.
- The Cycle 5 exhibition was supposed to be in February 2022, but I have no date yet as to when that will commence.

“South Samuda”

- The news last week that OH are going to start the consultation with Kelson House residents a year later than they planned and include Talia House, Dagmar Court and Halyard House took us all by surprise.
- Amongst many questions we need responses from One Housing before the consultation starts are:
 - How will this consultation be resourced given the current levels of vacancies at OH?
 - What was the thinking behind artificially splitting the estate?
 - How will you be able to masterplan an estate by only working with half the residents?
 - The ballot on the outcome of the options appraisal will mean that all Samuda residents will vote on proposals for half of the estate. How will OH deal with this conundrum?

Annual Leave

- I will be away from Saturday 19th March 2022 and return on Saturday 2nd April 2022.



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2020	Jul	Aug	Sep	Oct	Nov	Dec
Home Page	1009	972	879	1552	1332	1,248
Contact Us	556	856	709	701	689	1,008
Latest News	233	189	115	123	127	179
Alice Shepherd & Oak RSG	176	105	147	140	201	229
Kedge Starboard & Winch RSG	135	107	66	61	74	115
Kingsbridge RSG	43	47	53	41	118	77

2021	Jan	Feb	Mar	Apr	May	Jun
Home Page	925	1,120	1,193	1,059	949	1,004
Contact Us	727	522	566	587	458	395
Latest News	182	152	149	182	198	252
Alice Shepherd & Oak RSG	156	200	185	164	221	398
Kedge Starboard & Winch RSG	71	145	88	181	157	332
Kingsbridge RSG	78	117	70	74	53	80

2021	Jul	Aug	Sep	Oct	Nov	Dec
Home Page	773	584	635	717	738	735
Contact Us	496	437	531	464	462	504
Latest News	157	139	141	113	102	116
Alice Shepherd & Oak RSG	211	198	208	182	175	138
Kedge Starboard & Winch RSG	87	92	98	82	130	84
Kingsbridge RSG	70	49	16	43	66	104

2022	Jan	Feb	Mar	Apr	May	Jun
Home Page	636	374				
Contact Us	482	260				
Latest News	140	68				
Alice Shepherd & Oak RSG	139	91				
Kedge Starboard & Winch RSG	77	24				
Kingsbridge RSG	79	35				

Mike

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Website

- The statistics from the website show the number of visitors as at 20 February 2022.

2017 VISITORS		2018 VISITORS		2019 VISITORS	
January 2017	n/a	January 2018	292	January 2019	619
February 2017	237	February 2018	514	February 2019	791
March 2017	189	March 2018	857	March 2019	881
April 2017	202	April 2018	502	April 2019	824
May 2017	627	May 2018	409	May 2019	1,037
June 2017	236	June 2018	371	June 2019	1,113
July 2017	442	July 2018	354	July 2019	1,542
August 2017	333	August 2018	381	August 2019	1,032
September 2017	428	September 2018	398	September 2019	980
October 2017	386	October 2018	663	October 2019	854
November 2017	336	November 2018	619	November 2019	1,304
December 2017	333	December 2018	461	December 2019	1,426
Total	3,749	Total	5,821	Total	12,403
Average	341	Average	485	Average	1,034

2020 VISITORS		2021 VISITORS		2022 VISITORS	
January 2020	1,783	January 2021	1,081	January 2022	706
February 2020	1,945	February 2021	1,087	February 2022	500
March 2020	1,279	March 2021	987		
April 2020	1,003	April 2021	1,068		
May 2020	1,116	May 2021	1,051		
June 2020	1,241	June 2021	1,008		
July 2020	1,190	July 2021	879		
August 2020	1,196	August 2021	739		
September 2020	1,049	September 2021	811		
October 2020	1,358	October 2021	1,017		
November 2020	1,306	November 2021	919		
December 2020	1,442	December 2021	1,072		
Total	15,908	Total	11,719	Total	1206
Average	1,325	Average	976	Average	603

The breakdown of the most frequently visited pages:

2020	Jan	Feb	Mar	Apr	May	Jun
Home Page	796	922	803	728	722	976
Contact Us	630	840	740	629	540	575
Latest News	125	183	167	96	138	198
Alice Shepherd & Oak RSG	87	133	216	119	138	162
Kedge Starboard & Winch RSG	76	95	81	102	160	84
Kingsbridge RSG	27	42	36	13	22	34