



Minutes of the 4EF Meeting

Thursday 18th November 2021

Present

Residents: Candida (chair), Jill, Arthur (mins), Jackie, Jenny, Maggie, Kim, Maureen, Jill,
Advisor: Mike
Apologies: Eliza, Lesley, Deidre, Dan, (Pam, Ahmed, Daniel, Glen, Juliet)

Report from Service Charges Meeting, St John TRA and Leaseholders

1. OH Service Charges for 20/21 are being reviewed. OH have realised they have been undercharging some residents and overcharging others. They are going through the last few years accounts so residents will be sent revised SC bills.

Response to the Merger of OH and Riverside

2. This has now been agreed by the boards of Directors.
3. The 4EF brief is to focus on regeneration issues but is there a role for the Forum to discuss and plan for issues like this as it affects regeneration.
4. As there is now going to be a new landlord (in 2 years), the way things get done is going to be even more out of our hands than it is now.
5. We would be interested to see the 'supported living' financial plan because we need to see the viability of the organisation. This may be a weak point.
6. The pledges made in the publicity are very vague and could be interpreted in many ways. These will hopefully be published soon in more detail, for what they are worth.
7. The Borough has the Development Clawback Clause in the transfer docs for any profits made as a result of the transfer. This clause is in effect for 35 years so will still be relevant. This will mean the Borough should be interested in the transfer process as they could be making a claim.
8. The call centre has not been effective because it focuses on closing job tickets down rather than having an emphasis on providing a good housing/repairs service.
9. Perhaps a letter should be sent to the board of Riverside explaining what the situation is re OH residents dissatisfaction and the state of the properties and do whether Riverside know just what they are going to be liable for eg the river wall on Samuda. This could come from the 4EF or the Island Chairs group.
10. Moody has put Riverside on "review for downgrade" as its viability as a result of taking on OH's debts and poor performance. This is resulting from fire safety work, low sales and underperforming private care homes.
11. OH seems to be taking engagement more seriously as they are asking TRAs how their ideas on what effective engagement would look like.
12. The Government's White Paper on Social Housing is also really pushing for more engagement and seems to be backing these processes. Although this is not law yet, HAs are expected to be

adopting the spirit of the legislation already.

13. LBTH - would they interfere on our behalf? They do have some influence, especially if they have financial responsibility connected to the transfer doc. They will be looking into this.

14. **Submission to the Parliamentary Enquiry**

This has invited submissions from group like the 4EF. It was agreed that we will submit evidence. (Available on email)

Mike

15. It was agreed that the 4EF would write to the lead member for housing (Cllr Danny Hassell) on behalf of the TRAs, and to Mayor John Biggs to ask them to come and discuss the merger and it's implications, how it can support residents and look at the clawback clause. Mike
16. Should 4EF widen its brief beyond regeneration overview. As it is a well attended and organised group this may be appropriate, but we do not want to weaken our position with OH by having a wider brief than regeneration. We are able to employ Mike as Regeneration is our main purpose.

Report from the Steering Groups - Mike

Kedge, Starboard and Winch

17. They have had the 1st of 4 design consultations about the designs and preferences of the regeneration. There has been a good turnout so far. The architects are responding to the residents concerns.
18. OH has promised a newsletter stating that the offer will be honoured following the merger

Alice Shepherd and Oak

19. ThenSteering Group is looking at the options for the configuration of the blocks, heights etc. The ballot is going ahead in March, before the local elections. Residents will be asked individually which option they prefer.

Kingsbridge

20. They are still looking at different possible options for each of the blocks. The leaseholders have needed more information before they can decide on refurbishment or regeneration eg costs. Residents are getting a bit fed up with the stop-start momentum and just want to get on with a pre-ballot. They are fed up with indecision.
21. Communication from OH is inadequate and they can't respond very quickly or provide the information needed.

22. **Next meeting**

We will meet in January but if there are other issues arising before then, we can meet.

The 4EF will have the St John's Hall booked for the 4th Tuesday of every month.