



John Gregory  
Interim CEO  
**One Housing Group**  
100 Chalk Farm Road  
London NW1 8EH

18<sup>th</sup> July 2017

Dear Mr Gregory,

**Meeting with the 4 Estates Forum**

Thank you for your letter of 27th June 2017 in response to our letter of 13th June 2017. Our letter is in two parts. The first in relation to Project Stone and the second in relation to building trust and working together in the long term.

**Project Stone**

We appreciate you confirming the following:

1. OHG and Argent agree that the options appraisal process should be resident led and that any options to be consulted on will have been developed with the full cooperation of residents.
2. The GLA indicative bid will be withdrawn
3. An assurance will be given in writing asap by yourselves to all residents of the Kingsbridge Estate that no redevelopment of their estate will happen without full and meaningful consultation.
4. The guarantee that all residents will have the unequivocal right to return to their estate.

However we are concerned that that your letter has not confirmed the following:

1. That no funding bid is made for any of their estates on the Island without resident led consultation having been concluded on that estate to the satisfaction of the majority of residents
2. The full contents of the GLA bid are revealed
3. The residents and 4EF will be made aware of any developments first so we know the facts. If communication is open and effective, rumours will not be able to flourish.
4. That you would respect and abide by the decisions made by residents in a vote and that you will consult with us on the terms as agreed by the JV consultation agreement.

## Building trust and working together in the long term

It is good to read that you have heard our comments about the Area Board however you do not propose any action to improve the situation with regard to the board reflecting the views of the residents. As we stated in our letter of 13<sup>th</sup> June 2017, this is something that needs to be addressed.

Likewise you did not respond to the point that you do not have independent or “searching” surveys, nor do you ask the kind of questions which would help you address or understand the trust issue. By addressing these issues together with residents OHG can make great strides forward and become an organisation that genuinely values the service it provides and respects its residents. We want to be residents of a good social landlord. We challenge you to work with residents to rebuild trust by:

1. Clarifying the differences in the roles of the Area Board and the Island Board and how they fit into OHG’s Corporate Governance.
2. Making public the work of the both the Area Board and the Island Board
3. Opening up the Area and Island Boards to observers
4. Increasing the membership of the Area and Island Boards through working with local resident organisations
5. Publishing quarterly KPIs and arrange for Officers to present them to the resident organisations.
6. Developing a resident scrutiny panel
7. Sharing Internal Audit reports on service issues with the Area and Island Boards in order to identify areas for scrutiny

We look forward to your response on these suggestions to work together to improve trust, services and relations with residents.

Yours sincerely,

Candida Ronald (chair)

**On behalf of members of the 4EF**

4estatesforum@gmail.com

cc

Mayor John Biggs (LBTH)

Anthony Mayer, CBE

Robert Evans (Argent)

Cllr Rachel Blake (LBTH)

Candida Ronald (chair)

Arthur Coppin (secretary)

Glenn Power

Danny Waites

Pam Cole

Samuda

Barkantine

Barkantine

Kingsbridge

Kingsbridge

Maggie Phillips (vice-chair) St John’s

Ahmed Hussain

Sue Gibson

Eliza Janiec

Sheikh Rahman

Barkantine

Barkantine

Kingsbridge

Kingsbridge

Tracy Ward  
Jill Skeels

Samuda  
St John's

Jackie Campbell  
Maureen Mallett

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St John's