



## ST JOHNS ESTATE April 2018

The newsletter of the 4 Estates Forum a group of residents, independent of One Housing Group

### THE 4 ESTATES FORUM MEET WITH ONE HOUSING GROUP CHIEF EXECUTIVE RICHARD HILL

Richard Hill the Chief Executive of One Housing Group attended the 4 Estates Forum at its March meeting. He updated us with the changes he is putting in place at One Housing Group since his appointment as Chief Executive in September 2017.

He has been working with the staff and Board at One Housing Group on issues raised by residents in a sample customer priority survey, carried out last year. The members of the 4 Estates Forum were surprised that they had not heard about the survey despite all being residents on One Housing Group estates. They thought feedback on the concerns should have been sought from a wider group.

Richard Hill responded that they would engage with residents on the issues as they worked on them. However as a result of the 4EF concerns he has agreed that OHG staff will attend TRA meetings across the four estates, outline the issues they are working on and check whether TRA members agree these are the main areas of concern.

Two key issues already identified were:

- repairs, especially getting them fixed first time;
- improving the IT at the contact centre so that residents are not constantly reporting the same problems.

Once again Richard Hill advised us that One Housing Group will be focusing less on



development and more on delivering the core functions of a housing provider.

Of course as a Housing Association they will be building more homes but the emphasis from now on will be on ensuring that more of them are built for affordable rents and any of the new homes that they have to build for sale to subsidise the rented homes, are priced at a level that first time buyers can afford.

The meeting then went on to discuss what One Housing Group wants to do now that we have the results of the Stock condition Survey. Richard Hill re-emphasised that although Project Stone is no more, One Housing Group is happy to work with residents who want to improve their homes and those who want to discuss regeneration.

The 4 Estates Forum reiterated that any of these discussions should only happen following the development of a community engagement strategy for each estate capable of reaching at least 75% of tenants and leaseholders. One Housing Group expressed some disagreement about this The 4EF will be raising this again with Richard Hill.

## MORE STOCK CONDITION SURVEY INFORMATION PUBLISHED

In response to our request for more information, One Housing Group have provided us with the results of their intrusive surveys on the blocks on the Island that are more than eight storeys high: Alice Shepherd House, Bowsprit Point, Kedge House, Kelson House, Knighthood Point, Midship Point and Topmast Point.

They have also provided the survey on the Samuda underground garages.

We have published these surveys on the 4 Estates Forum website under the Stock Condition Survey tab. If you click on the tab you will find the following tabs to see the intrusive surveys:

- Intrusive Structural Surveys
- Lift Surveys
- Mechanical & Electrical Surveys
- Bin Chute Surveys
- Samuda Underground Garages

The 4 Estates Forum are keeping a record of all questions raised by tenants and leaseholders on the Stock Condition Survey for Hunters and/or One Housing Group to respond to. If you have a question, please email it to [mike@4estatesforum.org.uk](mailto:mike@4estatesforum.org.uk) and he will ensure that it is put to Hunters and One Housing Group. The questions posed so far are all available on the 4 Estates Forum website:

[www.4estatesforum.org.uk](http://www.4estatesforum.org.uk)

## THE 4 ESTATES FORUM ARE LOOKING FOR A SURVEYOR TO JOIN THE COMMITTEE

The 4EF have looked at the gaps in knowledge of the Committee. The main gap is the lack of surveying knowledge.

If you are an OHG tenant or leaseholder and are a surveyor, planner or architect would you consider putting yourself forward to be co-opted to the Committee? If so, please contact [mike@4estatesforum.org.uk](mailto:mike@4estatesforum.org.uk).

## ST JOHNS TENANTS & RESIDENTS ORGANISATIONS

The St Johns Tenants & Residents Association meets monthly except for August and December. The Chair is Maggie Phillips who can be contacted on 07910 416868.

The St Johns Leaseholders Association meets monthly. The Chair is Jill Skeels. Look out for the posters across the estate advertising their next meetings.

## INDEPENDENT ADVISOR

The 4 Estates Forum has a part time Independent Advisor, Mike Tyrrell. Mike can be contacted at [mike@4estatesforum.org.uk](mailto:mike@4estatesforum.org.uk).

## 4 ESTATES FORUM WEBSITE

Have you visited the 4 Estates Forum website? The website can be found at:

[www.4estatesforum.org.uk](http://www.4estatesforum.org.uk)

The website contains: all the newsletters issued by the 4 Estates Forum for each estate; minutes of the 4 Estates Forum; Argents and OHG's joint response to a series of questions asked by the residents of the Kingsbridge Estate; the independent Stock Condition Survey undertaken by Hunters; and the boards from the March 2018 exhibitions on the Stock Condition Survey.

