



Minutes of the JV Meeting

Richard Hill OHG CEO
Tuesday 28th March 2018

Present

Residents: Candida, Jackie, Maureen, Pam, Lesley, Heidi, Cherie, Glen, Ahmed,
Maggie, Eliza, Deidre
OHG/JV: Leila, Richard, Paul,
Advisor: Mike
Apologies: Jill, Kim,

1. Minutes - agreed

2. Richard Hill

- i. Report on where OH is now:
- ii. Finishing looking at the new focuses for OH. This includes being more resident focused and working on the supported living side.
- iii. *There are 3 main priorities:*
 - Putting new IT in place
 - OH is moving away from developments at the top of the market like Dollar Bay and is more interested in being a developer of affordable rented and the first time buyer market. Some private sale would cross-subsidise other more affordable tenures. This business model could be supported by GLA grants. This is where they can create opportunity and affordability.
 - OH recognises that the current repairs system doesn't work and that repairs show on their system as complete when they clearly aren't. They are conducting an end-to-end review of the repairs system, knowing that this is one area where change can quickly have a positive impact for residents. They are looking at how to make repairs more effective – including communicating with residents about access, what needs doing, etc and giving OD the resources to give and receive accurate information. Currently this work is happening internally with staff. Resident input has not yet been solicited.
- iv. OH is now working through changes to the organisation and in July will look at the strategy on where the organisation wants to get to.
- v. This is a long term project – OH can't change everything at once.

3. Discussion and responses:

- i. The TRAs feel they are not being involved in the changes and their frustrations have not been picked up by OH – residents have no input to the changes.
- ii. The contact centre phone system seems to be down often enough for it to be a concern to residents, but OH does not seem to be aware this is a problem.
- iii. The KPI's aren't picking up serious concerns about resident welfare and communication issues between residents and OH.
- iv. OH Officers that attend TRA meetings need to be responsible for making sure OH can be responsive to TRAs issues

4 Development

- i. The SCS has given information needed to move forward.
- ii. There was useful feedback given by residents.
- iii. There was a wide spectrum of different opinions.
- iv. There needs to be a responsive solution to all the problems raised.
- v. The SCS was useful in appraising each block financially and structurally. In response OH is beginning to look at individual blocks rather than just estate wide regeneration.
- vi. OH proposes that now Project Stone is no longer live, the Engagement Brief no longer has the immediate purpose it had and needs to be refined in the new context. The purpose of any Consultation Process still needs to be explored.
- vii. Should OH make recommendations about what works it thinks needs doing and areas that should be left alone?
- viii. This does not exclude residents being involved in being involved in the process and decision making.
- ix. OH does not have any specific suggestions at the moment, but wonders whether this would be a useful way forward,
- x. There is still a need for extensive consultation to establish what is best, and to test this with residents.
- xi. One benefit that OH is exploring is that there could be some more provision for older people on the island as part of the scheme.
- xii. The 4EF was concerned that OH might start wanting to impose their ideas and process on us with the condition that some areas will be left alone for a while.
- xiii. OH say they do not want to impose anything on residents but realise that some residents want possible solutions and options to discuss sooner rather than later. This will put an end to the uncertainty residents face.
- xiv. OH clarified that there is no pressure from TH or CH to provide more homes on our estates at the moment.
- xv. The OH Board has agreed that in hindsight the densities proposed by Project Stone were far too high.
- xvi. Any future proposals or consultation might reflect a different time frame for each of the estates.
- xvii. Following the trust issues raised by the Cross Island Conversation, the Community Engagement Strategy was a response to ensure better trust.
A genuine engagement process is necessary whatever way forward is proposed.
- xviii. It should not look like it is just a PR exercise as other regenerations have experienced.
- xix. While it would be much better that an estate develops an overview / vision that residents and OH generate together this could take a lot of time. Some residents will be frustrated and it may not meet the needs of people living in difficult conditions who need a more immediate solution.
- xx. There will need to be a balance between a vision for the community and immediate response to problems.
- xxi. OH's response to the NPF through Quod and comments made by an OH Officer at the exhibitions caused concern about OH's consistency of approach.

5 The way forward

- i. OHG will come back to the 4EF about their reaction to the Engagement Strategy in a couple of months, and with a proposal for a way forward - what they think a good way forward might be. This will be initial views, not any details.
- ii. There will be no conversations with the GLA about any proposals.
- iii. 4EF will have the opportunity to do the same.
- iv. There will need to be a criteria to see what triggers some development opportunity.

- v. There also needs to be a consideration of a way of developing Estate Mastervisions (not a plan but more than just a vision)
- vi. Argent might still be genuinely interested in playing a part in realising the potential of the estates.

6 Island Board and Working with Residents on Services

- i. There is an open invitation to the 4EF to attend the Island Board and the IB minutes will be available to anyone who wants to see them.
 - ii. OHG believes that it is picking up on residents' concerns through its feedback, complaints and frontline services
Are there other concerns that they are not aware of, and how do they know there are none?
 - iii. OHG will approach the TRAs and see if their identified problems with the repairs match the resident members.
 - iv. OH will look at ways of engaging with residents about the services they provide.
- 7 We will meet with Richard again in 8 to 10 weeks.