



# Minutes of the Residents Meeting

Wednesday 23<sup>rd</sup> May 2018

## **Present**

Residents: Kim, Pam, Arthur, Ahmed, Deidre, Maggie, Jackie, Maureen,

Advisor: Mike

Apologies: Eliza, Glen, Candida, Heidi, Lesley, Jill, Cherie,

- A. **Minutes** – St Johns would like to emphasise that there shouldn't be any over reliance on social media or internet surveys as an adequate way to engage or consult with residents.
- B. **Report back from Island Board Visitors**
- I. The impression created by OH for the Island Board did not seem to reflect the experience of OH residents as we understand it and was a very rose tinted version. IB members did not seem to challenge much in the report.
  - II. There are some dubious KPI statistics: 100% leaseholder satisfaction, 99.5% on repairs satisfaction
  - III. The KPI's seemed to be very questionable as a whole.
  - IV. The minutes of the IB are available for those who ask for them.
  - V. Some of the KPI's are driving the wrong behaviours – eg closing and reissuing a job after 28days so it can meet performance targets.
  - VI. We will have a chance to feedback to Richard next time.
  - VII. For agenda at RH's meeting: resident's satisfaction representation and OH accountability, KPI's misrepresentation – do they serve a valid purpose. They are contradicting OH's repairs concerns.
- C. **RH presentation at Phoenix Heights**
- Richard has asked to make a presentation on PP and would like to use the resources at Phoenix to do this.
- D. **The 4EF position with Richard at the next meeting**
- I. We need to be clear about the points we want to make to RH.
  - II. If any work is done on a block, this affects the whole estate and should be done within an estate context with a plan – rather than picking off blocks individually.
  - III. Developing a community engagement strategy should happen before any work is done to ANY block.
  - IV. A joint workshop about community engagement and consultation would be very useful for both residents and OH.
  - V. We are concerned that OH will pull the wool over our eyes – how can we trust them as they still have not shown us they want to work with us and can be trusted.
  - VI. We do not know OHG's officers' structure and who is doing what around any development/engagement proposals. How do we know who we are dealing with and who is accountable. It is not at all transparent.
  - VII. The TH Mayor has made it clear that any decisions on blocks/estates must have the backing of the residents. What residents want can only be established with extensive resident engagement and allowing them to develop their ideas to make their estates better.

VIII. Richard needs to go away with the clear idea that the only acceptable way forward is by doing this from the bottom up (from the residents) rather than top down (OHG), and this needs to be done through a partnership. This requires trust on both sides.

**E. Neighbourhood Plan Inspection**

- I. Mike was only permitted to address the land use issue in the inspector's examination.
- II. How much of the regeneration policy the inspector will be able to include is unpredictable.

**F. Visit to the Packington and Elders Accommodation**

- I. The visit to Hyde HA's Packington is proposed for June 20<sup>th</sup> from 5pm.
- II. There are no plans for the assisted living visit yet.

**G. SCS Q&A's**

There have been no more updates to these yet.

**AOB**

H. Cooption to 4EF

Sue Chadwick, a planning barrister who lives on the Island and is a member of the IODNPF, might be willing to come and explain/advise us if it was useful at some point.

I. Communal Satellite dishes

The cabling in the communal digital signals provision may not be adequate to support the latest sky technology. St Johns is investigating this.



## Community Engagement

13<sup>th</sup> June 2018

### Why do we want a Community Engagement Strategy?

1. The 4 Estates Forum have made it clear all along that any decision about the future of residents' homes will be made by residents and not the 4 Estates Forum.
2. Any decisions made about improvements to our blocks/estates must be made in an Estate Wide Context (a mastervision for each estate) which residents have been fully involved in developing.
3. In order for One Housing Group to understand what residents want for the future of their home, an engagement strategy needs to be developed for that area before a consultation begins.
4. The engagement strategy needs to be developed for each area before consultation begins, in order to maximise the number of residents involved.
5. Consultation methods needs to be wide ranging and imaginative to get to those who do not come to public meetings or exhibitions.

### What do we want from Richard Hill?

1. That OHG is committed to developing a Community Engagement Strategy before commencing any consultation?
2. That any intentions to develop blocks OHG has will be done following resident engagement and within a Whole Estate Context/Mastervision (given the comments of Richard Jones from Quod at the Neighbourhood Plan hearing).
3. Would OH realistically want to or be able to work on all four estates at once?
4. Could OHG organise and pay for a workshop for the 4EF, OHG staff and LBTH staff to hear from an engagement specialist on what good practice is, what is possible, and what models are available. This will help facilitate a brainstorming session on what could be used on the four estates?
5. If OHG can organise and pay for it, the 4EF should set the agenda and choose the specialist.
6. Would Richard Hill agree that following the workshop, the 4EF and OHG would work on rewriting the community engagement brief which the 4EF own?

Quod gave the impression at the public hearing that refurbishment/development will take place piecemeal on a very localised level? Is this OH's position?

The Joint Venture should be a partnership between the estate residents and OH. Both parties are owners/custodians of the land and have joint responsibility for what happens.

# Intentions

Some blocks have specific issues that need to be dealt with sooner rather than later; other nearby areas won't need to be addressed until later / for a few years. How do these processes relate to each other? How does a master-vision connect these two timescales?

Estate residents want to be involved in *developing* any ideas that effect their community rather than reacting to OH proposals.

OH's intentions need to be clear from the beginning. (Eg Is it providing more housing and how it can be paid for? Making current homes as cost effective as possible? Creating model estates?).

The Residents' focus/starting point should always be "what will make my home and neighbourhood better?" What is OH's?

OHG and residents' expectations need to be clarified - even if they are unclear at the outset.

# Expectations

The Engagement Strategy needs to explore connecting the smaller scale proposals with the larger ones.

Small / block proposals need to be seen in the whole estate context as well as by the area directly concerned.

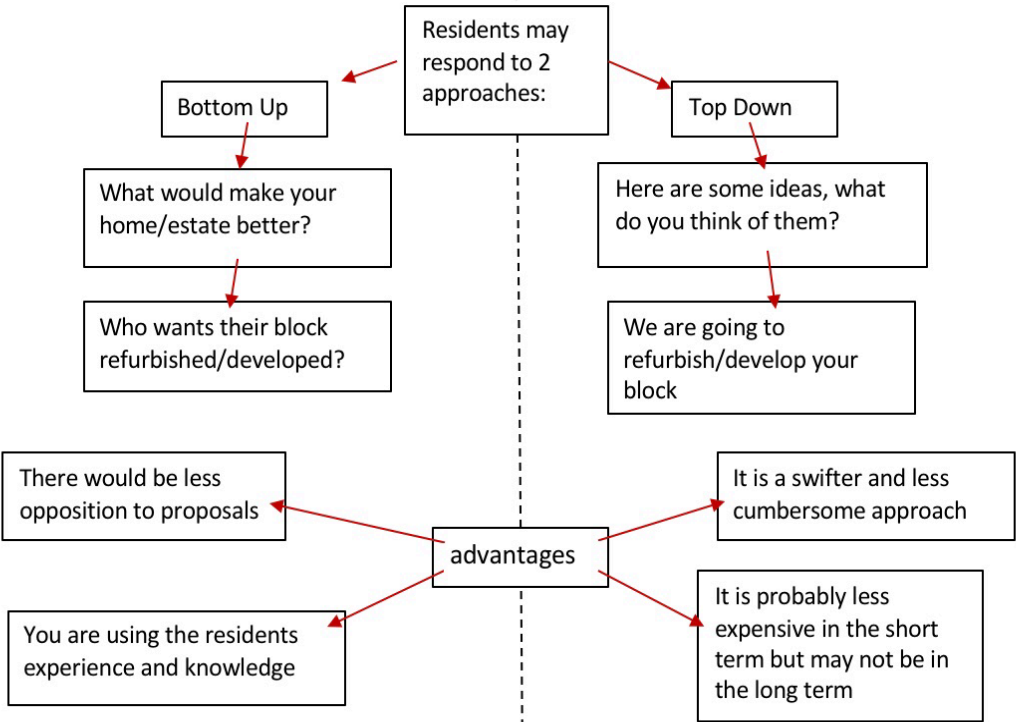
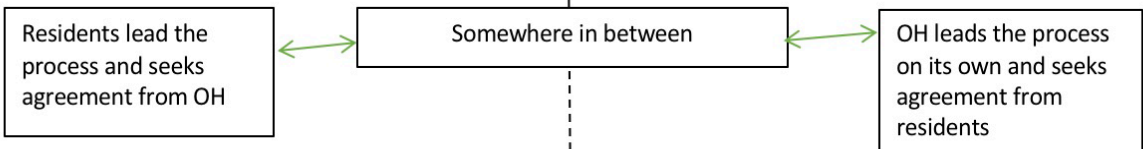
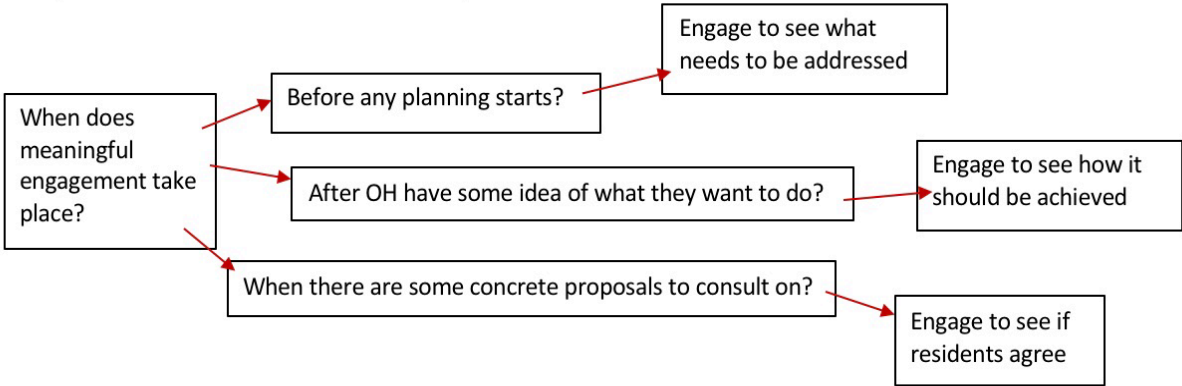
There needs to be an agreed balance between the need for new homes and the aspirations of the current communities.

The 4 Estates will probably not be done all at once. Residents need to be engaged at the appropriate times so they do not get unreasonable expectations.

There needs to be an understanding what the underlying timescale might be for each Area/Estate so residents can plan ahead (eg overcrowding Issues, schooling and family demands, home improvements, work issues).

The 4EF and OH seem to be currently jostling for position to see who is going to decide what the way forward looks like. There are still 2 different sides. This needs to become more of a partnership.

**ENGAGEMENT  
RESIDENT OR OHG LED**



A block can be refurbished/developed as a single entity

A block can be refurbished/developed as part of a distinct area

A block can be refurbished/developed as a part of an estate community

